spontania
Group Video Call & Collaboration

ADMINISTRATOR'S AND SPONTANIA USER GUIDE

(Version 5.2)

Dialcom Networks S.L.
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1 Introduction

What is Spontania?

Spontania is a unified group video conference and collaboration software application specifically designed for companies. It provides a full range of real-time communication and collaboration interactive utilities that allow several people from the company or from other collaborating organizations (customers, suppliers, etc.) to hold meetings, receive training, work in a team, give commercial presentations and remote support, etc. simultaneously on-line in an effective and productive way, while reducing expenses.

It can be used by people from inside or outside the organization who can be based in different locations, even abroad, via an Internet connection and from common equipments such as PCs, Macs, iPhones and iPads.

User Requirements

Listed below are the minimum requirements the participants' devices must comply with in order to be able to use Spontania:

a) If using a **PC or laptop**:

- Intel Centrino Processor with a 1,6 GHz CPU and 2 GB RAM.
- Operating System: Microsoft Windows XP, Windows Vista, Windows 7 or Windows 8.
- Minimun Broadband Internet Connection of 256Kbps (512 Kbps recommended). Some Spontania releases allow connectivity in the Intranet.
- Accessibility to the following communication ports of Spontania platform (Note: these ports might have been modified at administration level):
    - TCP 80 and TCP 443 (required)
    - TCP 5222 (optional, for Instant Messaging and Presence, if this functionality is activated)
- Audio and video devices together with their drivers, installed correctly. Using a USB 2.0 port for the connection of the video device is recommended.
- Web browser: Internet Explorer 6.01 or higher, Netscape 7, Mozilla 1.6, Safari 1.0.1.2, Chrome to connect to the service, and installation/execution permissions of Spontania plugin.

b) If using a Mac desktop or laptop:

- Intel Processor and 2GB RAM.
- Operating System: MacOs 10.4 (Tiger), MacOs 10.5 (Leopard), MacOs 10.6 (Snow Leopard) MacOs 10.7 (Lion) and MacOs 10.8 (Mountain Lion).
- Minimun broadband Internet connection of 256 Kbps (512 Kbps recommended). Some Spontania releases allow connectivity in the Intranet.
- Accessibility to the following communication ports of Spontania platform (Note: these ports might have been modified at administration level):
    - TCP 80 and TCP 443 (required)
    - TCP 5222 (optional, for Instant Messaging and Presence, if this functionality is activated)
- Audio and video devices together with their drivers, installed correctly. Using a USB 2.0 port for the connection of the video device is recommended.
- Web browser: Mozilla 1.6, Safari 1.0.1.2 and installation/execution permissions of Spontania plugin.

c) If using an **iPhone or iPad**:

- Supported models: iPhone3GS, iPhone4, iPhone4S, iPod iTouch, iPad, iPad2 and iPad3.
- Operating System: iOS 4.2 or higher.
- Software downloaded from iTunes, in the Apple Store.

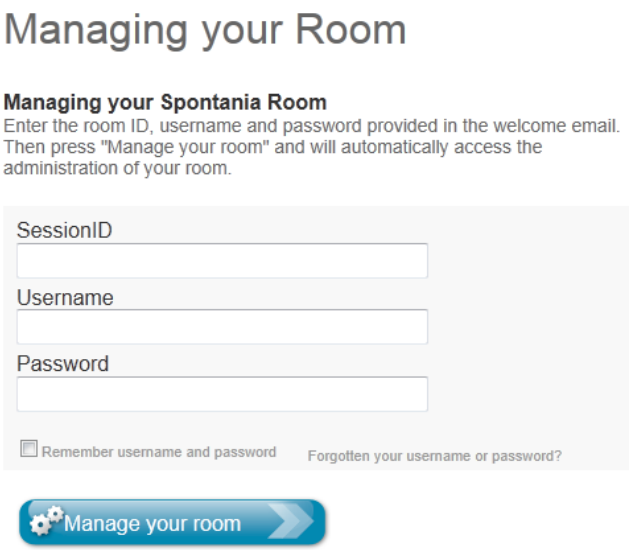
d) If using an **Android**:

- From Android2.2
- Processors that support ARMv7 and compatible.

2 Administration guide

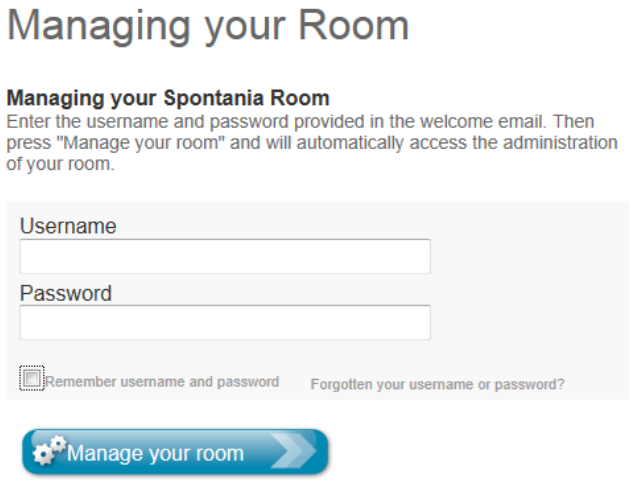
To gain access to administration, you must enter the URL provided by Dialcom Networks into any internet browser.

Once located on the right page, press the button “Go to the administration” and a new website will be shown.

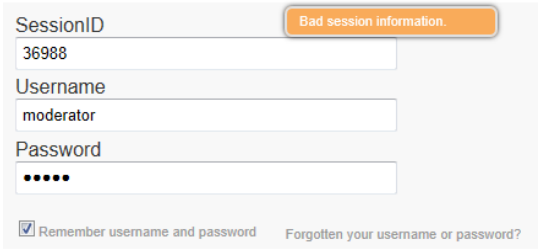

Managing your Room
Managing your Spontania Room
Enter the room ID, username and password provided in the welcome email. Then press "Manage your room" and will automatically access the administration of your room.
SessionID
Username
Password
Remember username and password
Forgotten your username or password?
Manage your room

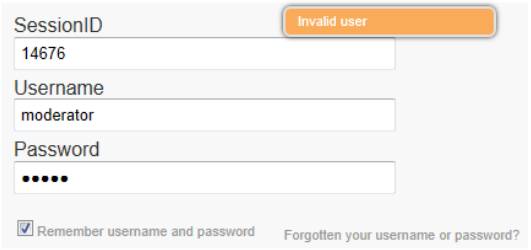
At the resulting website, enter a session ID belongs to the entity that you are going to manage along with the log-in name and password, also provided by Dialcom Networks. Record the name and password in a safe place as they are the only means to access the management of your system.

Whether the access is executed directly from the email invitation received when the entity is created, using the email link, mandatory data are different. Press “Go to the administration” and you will be automatically redirected to the entity administration, session ID will not be necessary, it is sufficient to insert the username and password.

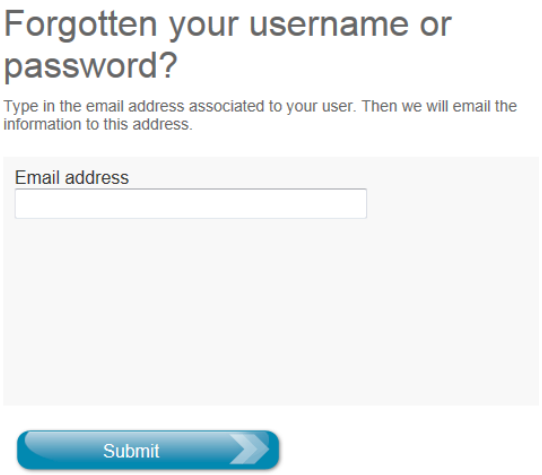

Managing your Room
Managing your Spontania Room
Enter the username and password provided in the welcome email. Then press "Manage your room" and will automatically access the administration of your room.
Username
Password
Remember username and password
Forgotten your username or password?
Manage your room

If the information entered is incorrect, a warning message will appear, as well as a new log-in window so you can enter the correct access information.





It is also possible to be reminded of the password, if you have forgotten it, by selecting the "Forgot your password?" link.


Forgotten your username or password?
Type in the email address associated to your user. Then we will email the information to this address.
Email address
Submit

Once authenticated you will be inside Dialcom Networks administration, with access to the following menu:

Clicking on the menu option corresponding to Spontania, an easy to use menu options will expand.

Reference will be made to "sessions" and "rooms" throughout the manual. Please note that they are synonymous terms.

Administration should not present any difficulties. Nevertheless, a brief description of the menu options will be provided before entering into greater detail below.

GENERAL

- **System Info:** provides information about available services. Allows for changes to access data and personalization of the access web page and the user's interface.

- **Logged In:** presents a list of sessions (of all the modules: IM and Spontania sessions) active at the time of consultation, as well as the users participating in these sessions.

SPONTANIA

- **Logged In**: presents a list of Spontania sessions that are active at the time of consultation, as well as the users participating in these sessions.
- **Sessions:** these make up the critical center of Spontania; they are the virtual conference or meeting rooms in which users meet.
- **Moderators**: are the main participants in a session. They can control sessions and grant authorization to participating users. They may perform the role of moderator in one or several areas.
- **CDR**: Call Detail Record are situation registers that store information about implemented sessions.
- **Documentation**: This shows all documentation related to the service. This manual can be downloaded in PDF format.

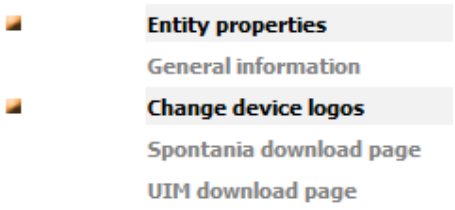
PORTAL

It shows the URL used to access to the web portal, besides opening a quick link to start a Spontania video meeting session.

General

a) **"System Info" Option**

This provides information about the number of licenses (concurrent users) and available services (text chat, voice, video, application sharing, remote control, cobrowsing and file transfer). It also makes it possible to personalize the logos on the access web page and client PCs.



With the "**General Properties**" option, the administrator can view the general properties of the entity, as well as the configuration of all services and features available.

GENERAL PROPERTIES

Name of company	MTN
Name of connection	MTN
Fiscal number	
Contact Person	irene | cebrian
Email	irene.cebrian@dialcom.com
Delegated administration	
Recording sessions	
Voice/Video Calls	◢

SPONTANIA PROPERTIES

Spontania licenses	PDA module	H323 module	SIP module	Mobile module	Accessibility module	ABM module	Multicast	Satellite	Outlook Plugin	LCS Bridge	OCS Bridge	Mac	Polls
4						◢						◢	◢

IM PROPERTIES

IM Licenses	P2P	PDA module	Mobile module	Outlook Plugin
10				

AVAILABLE SERVICES

TEXT	VOICE	APPLICATION SHARING	REMOTE CONTROL	CO-BROWSING	FILE TRANSFERING	WHITEBOARD	VIDEO
◢	◢	◢	◢	◢	◢	◢	◢

PERSONALIZED VALUES

AUDIO	**Free hands**	ACTIVE
VIDEO	**Predefined quality of video**	SATELITE
	Maximum quality of video	SATELITE
	Maximum number of videos	MAX
APPLICATION SHARING	**Predefined application sharing quality**	ADSL
	Maximum application sharing quality	MAX

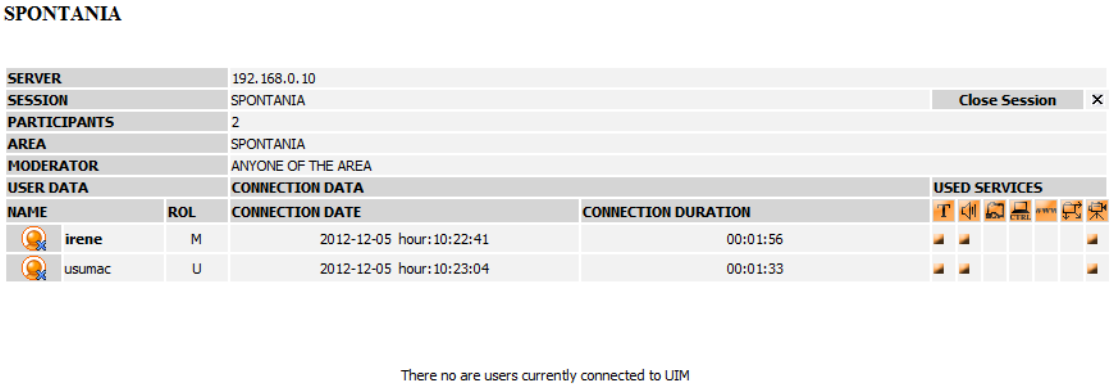
Back

By selecting "Spontania download page" it is possible to modify the web that appears while the PC client is downloading.

Join Spontania
1 Click the yellow Information Bar at the top of the page
2 Choose Install ActiveX control...
3 In the security warning dialog box that appears, click Install.
Install ActiveX Control...
What's the Risk?
Install
Don't Install
spontania
Unified Collaboration Software
If you are installing Spontania for the first time, installation process may take a few seconds. Please do not close this WEB page.
Show Spontania Installation Progress

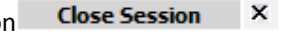
b) "Logged In" Option

This is the default screen that appears upon entering the Spontania web administration if there are active sessions in that moment.



For each session information such as that shown in the image above will appear.

Information in this **"Logged In"** section is the same as that obtained through the CDR option (explained in detail below). The only difference is that this option shows users who are logged in to ongoing sessions, whereas the CDR option shows users who participated in concluded sessions.

From this screen the administrator has the option of closing the ongoing session by clicking on the button 

.

Regarding the services used, each of the icons that appear on the right of the screen represents a Spontania service, as shown in the table below:

Text Chat

Voice IP

Application Sharing

Remote Control

Cobrowsing

File Transfer

Video

Indicates that the service has been activated

SPONTANIA

a) "Logged In" Option

This shows the same kind of information explained in the "Logged In" option of the General Menu, but limited to that related to the Spontania service.

b) "Sessions" Option

This option enables the management of the system sessions.

As a means of definition, sessions are the rooms to which users are logged in; they are controlled by a moderator who has access to a series of faculties and features that can be activated during the session.

Clicking on the "Sessions" option on the menu will display a list of the sessions in the system. The number of sessions depends on the number of packets purchased.

Number of sessions: 2

State	Session	Code	
Online	Session 1 **[Change]**	14676 **[New]**	**Start Session**
Waiting	Session 2 **[Change]**	10462 **[New]**	**Start Session**

State

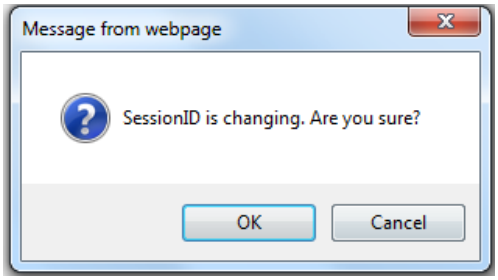
The user can check the session state. If it is "Waiting", there are not users connected to the session, on the contrary, when the state is "Online", the room is ongoing.

Session

You could change the name of the sessions shown by default.

Code

It is possible to modify the session ID by pressing on "New". Session ID will be change by a random identifier. Remember that once session ID has changed, it will not possible to retrieve the last, thereby the administration access will be different. It would be advisable to communicate this change to the rest of users.

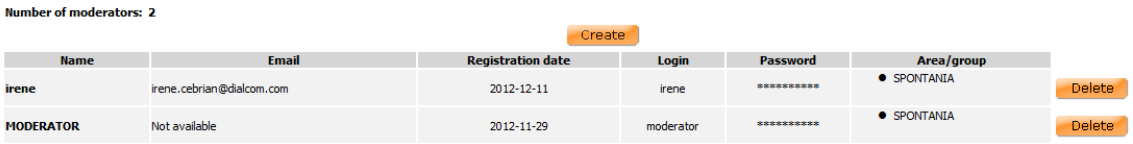


Start session

By pressing on this option, you will access to the selected session directly.

c) "Moderators" Option

Once inside the "Moderators" section, a list will appear with all the moderators that exist within the system, as shown below:



By default, one moderator is created along with the entity. Moderator data will be sent by email to the entity's administrator and they will be used to access to the administration.

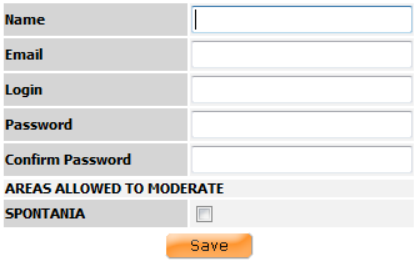
Only certain data will appear here. For further details about any moderator, simply click on his or her name.

Create a moderator

To create a new moderator in the system, simply click on the "Create" button. There is no limit to the number of moderators that can be created within the system. This is independent of the number of licenses acquired, which only refers to the maximum number of concurrent connections.

Creating a new moderator will bring up a form where certain information, such as name, login, password and email will be requested. This information is mandatory and necessary for the correct access to Spontania.

At the bottom of the form is a list of all areas created in the system. Indicate all areas over which the new moderator will be able to exercise this role.



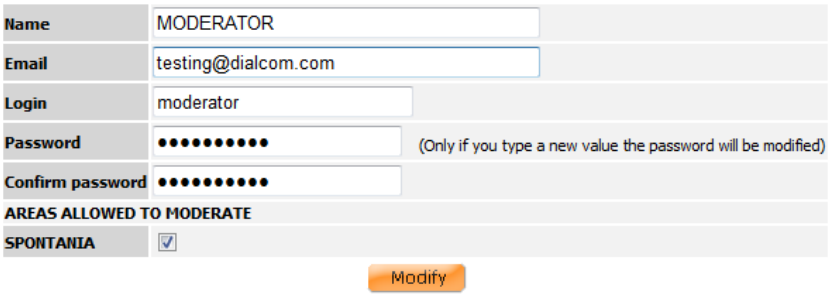
If any information is missing, or if the user name or access information provided to create this moderator has already been assigned to another, the process will stop and the form will appear again with the option to correct the information and continue with the process or to cancel.

Once the moderator has been created the list of all the moderators on the system will appear. Thus the incorporation of the new moderator can be verified.

Modify a moderator

To change any information related to a moderator click on the moderator's name under the main "Moderators" option in the menu.

A screen very similar to the one in the previous section will appear. On this screen, however, the information has already been entered and is ready to register any change.



Once the changes have been made, click on the "Modify" button. In the event that incorrect information has been entered, the type of error will be listed, along with an option to correct the error and continue with the modification or cancel the modification process. In the latter case, the moderator's data will remain the same as before the modification process began.

Delete a moderator

Whenever a moderator is deleted, it is first verified that no users are logged in. However, the system will still check before proceeding with the deletion.

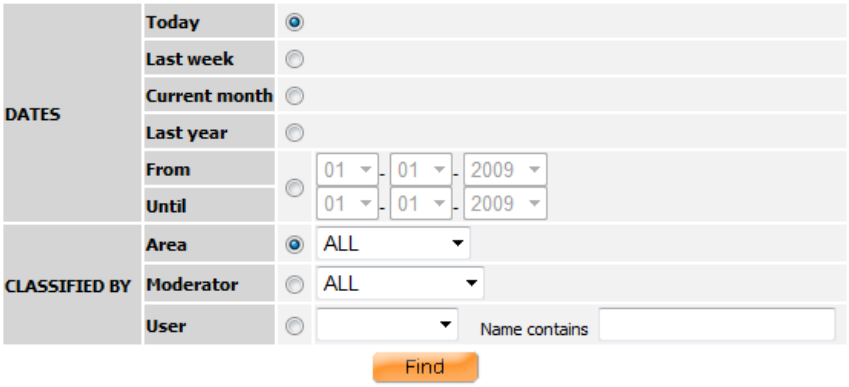
It is the administrator who must decide what to delete and what to maintain. The system will merely ask for verification or approval because once the deletion process has been carried out it is impossible to recover the information, except for the data transferred to the Log File for future consultation.

d) "CDR" Option

This option provides detailed information about what has occurred in a session, that is, how many and which users logged in to the session, who moderated the session, which services were used, when the session started and ended, etc.

Information obtained in this manner must be from sessions that have concluded.

The first screen to appear is a form with which to refine the CDR search. You may want to search for sessions that took place either at a certain date or in a limited range of dates, with a certain moderator, etc. Parameters for the search must be defined in this form.



In the search for a CDR it is possible to select from a range of dates, as well as to define the search according to a certain area or moderator. It is also possible to filter the identifier of a user logged in a session.

Regardless of the selected option, the resulting screen will show a list of CDRs (one per line) that match the search parameters provided.

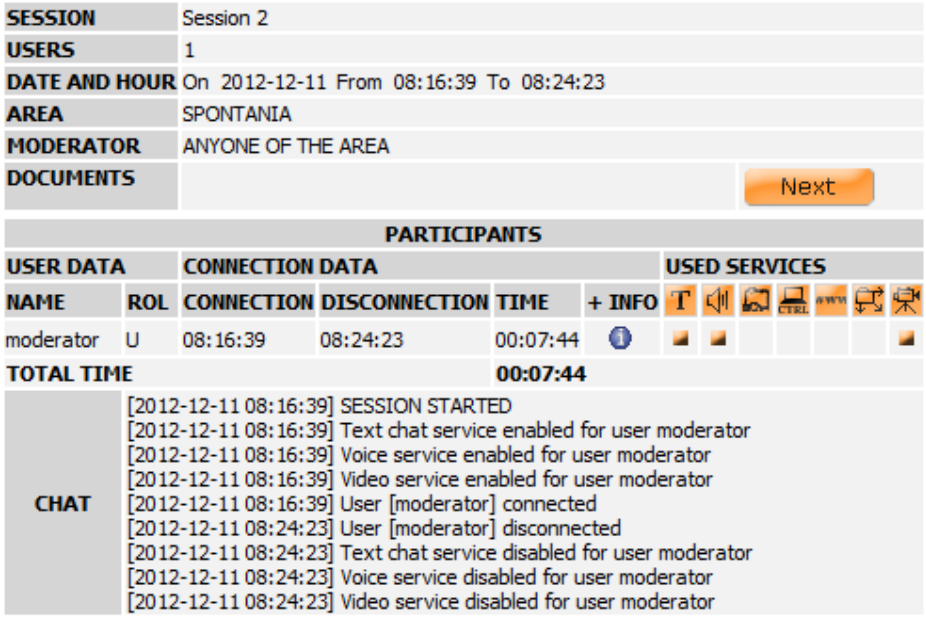
As demonstrated in the illustration below, the resulting search information will include the following:

- Session name
- Administering area
- Date it took place
- Start Time
- Finish Time
- Duration
- Moderator
- Number of participants

Number of cdr's: 4

Session	Area	Date	Starting time	Ending time	Duration	Default moderator	Connect moderator	Users
XML Session 1	SPONTANIA	2012-12-12	04:07:42	04:10:33	00:02:51	WITHOUT SPECIFYING	WITHOUT MODERATOR	1
XML Session 1	SPONTANIA	2012-12-11	13:31:37	13:39:17	00:07:40	WITHOUT SPECIFYING	WITHOUT MODERATOR	1
XML Session 2	SPONTANIA	2012-12-11	08:16:39	08:24:23	00:07:44	WITHOUT SPECIFYING	WITHOUT MODERATOR	1
XML Session 1	SPONTANIA	2012-12-11	08:15:53	08:16:01	00:00:08	WITHOUT SPECIFYING	WITHOUT MODERATOR	1

If more detailed information about a specific CDR is required, simply click on the session name and a screen similar to the one shown below will appear:



SESSION	Session 2
USERS	1
DATE AND HOUR	On 2012-12-11 From 08:16:39 To 08:24:23
AREA	SPONTANIA
MODERATOR	ANYONE OF THE AREA
DOCUMENTS	Next

PARTICIPANTS						
USER DATA		CONNECTION DATA				USED SERVICES
NAME	ROL	CONNECTION	DISCONNECTION	TIME	+ INFO	
moderator	U	08:16:39	08:24:23	00:07:44		
TOTAL TIME				00:07:44		

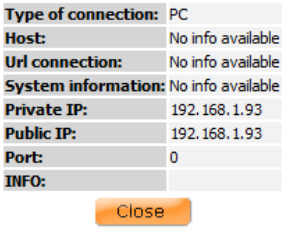
CHAT

[2012-12-11 08:16:39] SESSION STARTED
[2012-12-11 08:16:39] Text chat service enabled for user moderator
[2012-12-11 08:16:39] Voice service enabled for user moderator
[2012-12-11 08:16:39] Video service enabled for user moderator
[2012-12-11 08:16:39] User [moderator] connected
[2012-12-11 08:24:23] User [moderator] disconnected
[2012-12-11 08:24:23] Text chat service disabled for user moderator
[2012-12-11 08:24:23] Voice service disabled for user moderator
[2012-12-11 08:24:23] Video service disabled for user moderator

As in the "Logged In" Option, the information that appears here is divided into two parts. The first includes data related to the session: name, number of participants, date and time, moderator, area to which the session belongs, etc. By clicking on the "Next" button, documents attached to the session can be viewed. The second part includes information related to participating users: their connection times, connection duration, number of times they reconnected and the services used.

The role that each user played within the session will appear next to his or her name, with "U" standing for user and "M" for moderator.

The names that appear here to identify users are those provided by the users when connecting to the session. Data also appears about the date and time of connection and each user's duration in the session. There is also available an information icon, that, when clicked, will provide further information about the user, including operating system, URL via which the connection was made, browser used, and IP address, as illustrated below:



Type of connection:	PC
Host:	No info available
Url connection:	No info available
System information:	No info available
Private IP:	192.168.1.93
Public IP:	192.168.1.93
Port:	0
INFO:	

Close

e) "Documentation" Option

Information related to Spontania is available in PDF format. Documentation includes the Web Administrator's Manual (this document), Moderator's Manual and User's Manual.

Portal

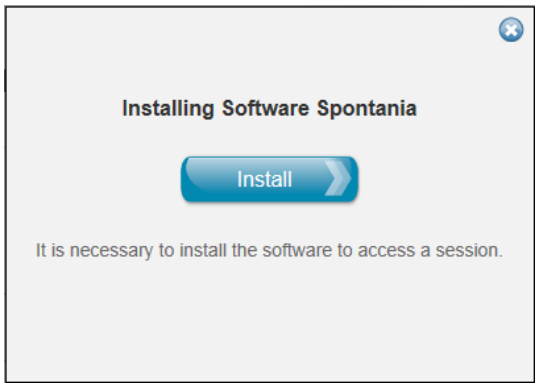
The URL used to access to the Web Portal is displayed. This URL should be sent to moderators created in the entity in order to supply the access to the sessions; install the Instant Messaging client or provide the URL to invited users.

Portal is also a quick link to start a Spontania video meeting session; a new tab will be open in the browser.

3 Spontania Connection Process

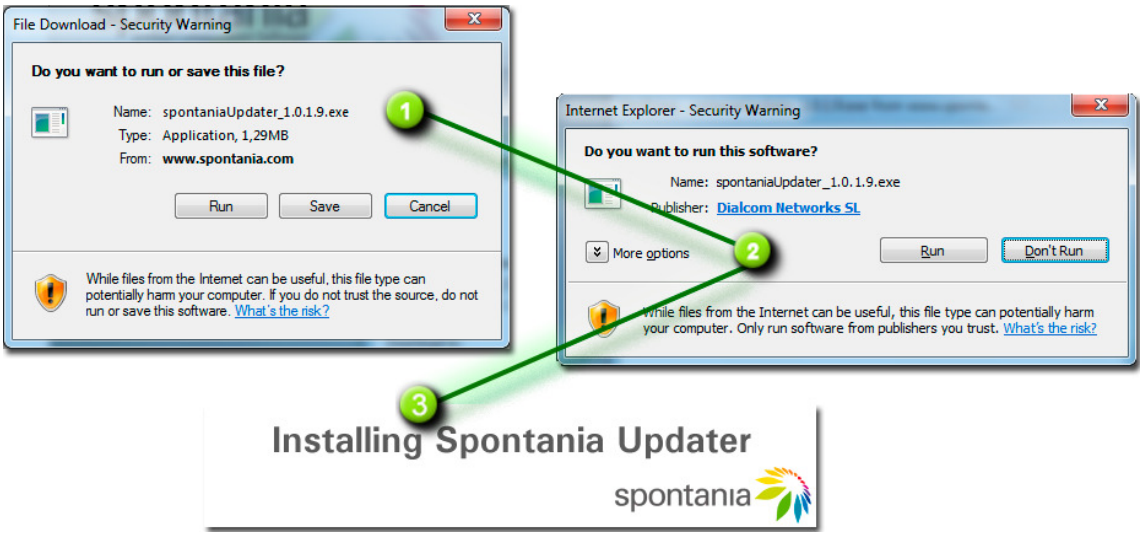
First connection

The first time a user accesses Spontania, regardless of the connection procedure chosen among those explained later in this section or if the access is via a PC or a Mac device, a page requiring the installation of the Spontania's light plugin will appear:

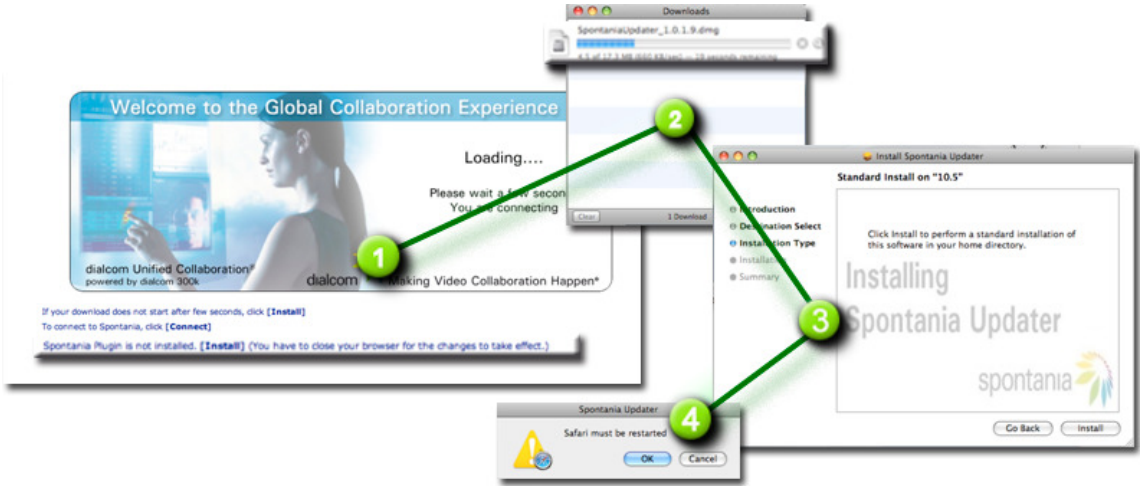


By clicking on "*INSTALL*" button, the installation of Spontania software will start automatically. The installation procedure, following the steps that appear on the screen, will take a few seconds, depending on the operating system and the browser used.

In the case of a computer with Microsoft Windows as the operating system and Internet Explorer as the browser, the user will have to follow the appropriate steps for the installation of an ActiveX component.


File Download - Security Warning
Do you want to run or save this file?
Name: spontaniaUpdater_1.0.1.9.exe
Type: Application, 1,29MB
From: www.spontania.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?
1
Internet Explorer - Security Warning
Do you want to run this software?
Name: spontaniaUpdater_1.0.1.9.exe
Publisher: Dialcom Networks SL
More options
Run
Don't Run
While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?
2
3
Installing Spontania Updater
spontania

In the case of working with Mac as the operating system and Safari as the browser, the user will have to follow the appropriate steps for the installation of a DMG pack.



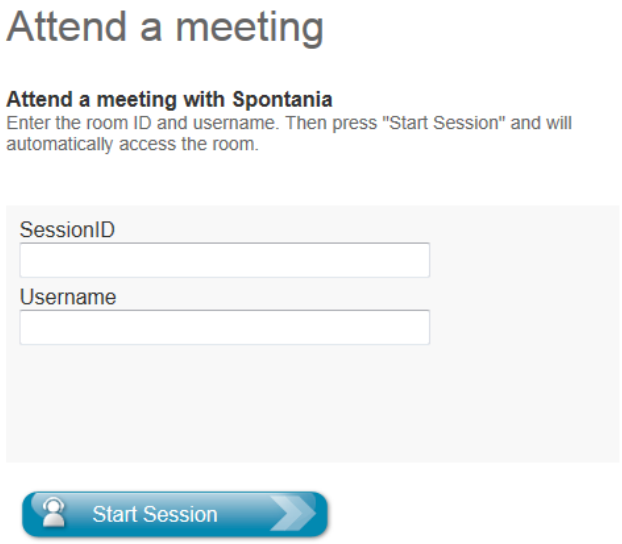
Enter Spontania session

There are three main different ways to access a Spontania session, as listed below:

1st connection method: through the Spontania Web Portal. With a browser, the user accesses Spontania main URL (of which pattern would be http://www.servidor_spontania.com/ or similar).

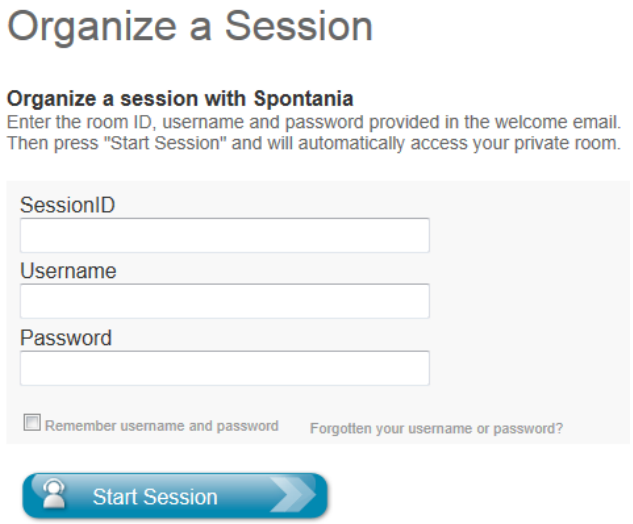
There are two roles in order to connect to the sessions and depending on whether you are moderators of the session you will insert a data, or if you are invited user, you will insert another different.

- In the event you are connecting as invited user, it will be enough by inserting the session ID provided by the session's administrator and your name. By clicking on "Start Session", Spontania will start to be downloaded.

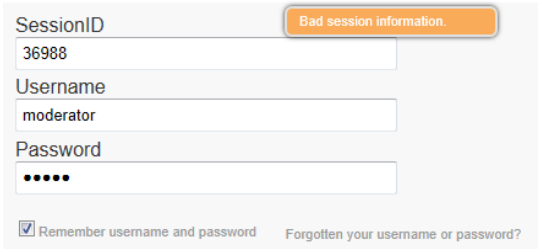

Attend a meeting
Attend a meeting with Spontania
Enter the room ID and username. Then press "Start Session" and will automatically access the room.
SessionID
Username
Start Session

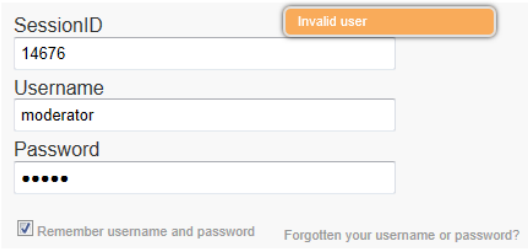
- In order to manage a session, the entity's administrator should create a user in the administration with moderator role and provide you the Login and Password necessary to access as moderator to the sessions.

  By pressing on "Organize Session", you will access to a new portal. You must introduce the session ID and the moderator data provide by the administrator. By clicking on "Start Session", Spontania will start to be downloaded.

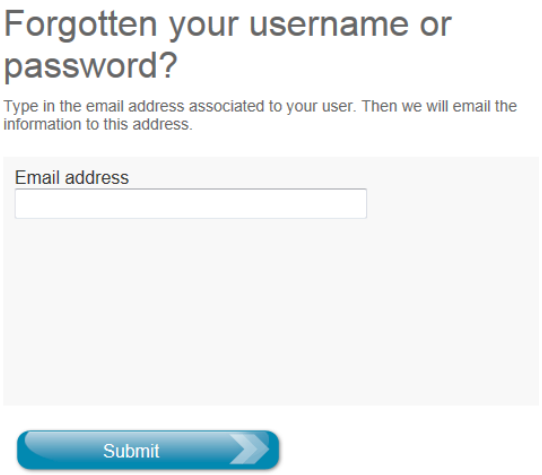

Organize a Session
Organize a session with Spontania
Enter the room ID, username and password provided in the welcome email. Then press "Start Session" and will automatically access your private room.
SessionID
Username
Password
Remember username and password
Forgotten your username or password?
Start Session

If the information entered is incorrect, a warning message will appear, as well as a new log-in window so you can enter the correct access information.

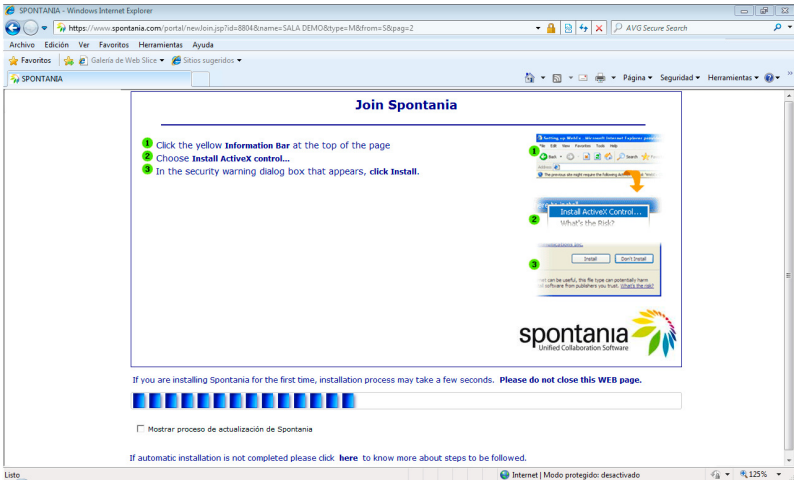




It is also possible to be reminded of the password, if you have forgotten it, by selecting the "Forgot your password?" link.

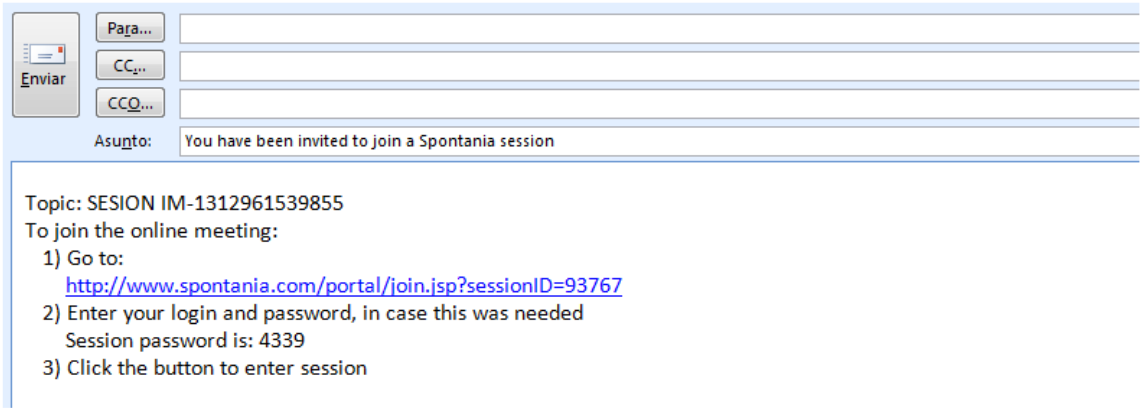

Forgotten your username or password?
Type in the email address associated to your user. Then we will email the information to this address.
Email address
Submit

Once the attendee fills in the connection data in the tab "*Attend*" correctly, a last web page will appear that directs the user to the Spontania session automatically after a few seconds. The blue progress bar at the botton of the page provides information about the connection process. More details can be obtained by clicking on the checkbox with the message "*Show Spontania updating process*".

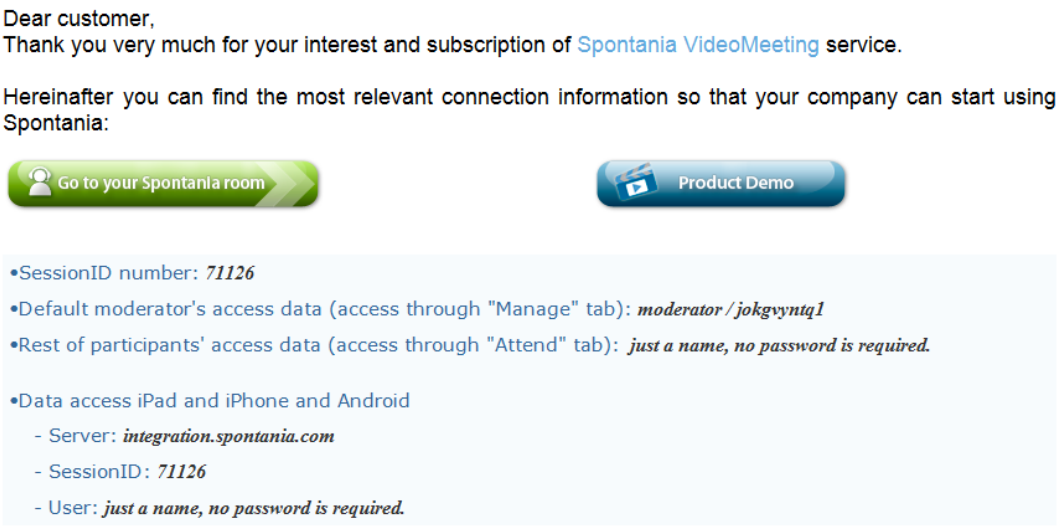

Join Spontania
Click the yellow Information Bar at the top of the page
Choose Install ActiveX control...
In the security warning dialog box that appears, click Install.
Install ActiveX Control...
spontania
If you are installing Spontania for the first time, installation process may take a few seconds. Please do not close this WEB page.
Mostrar proceso de actualización de Spontania
If automatic installation is not completed please click here to know more about steps to be followed.

2nd connection method: from an email. The participant may receive an email with a link to which Spontania session he/she is expected to join. Exist two different types of email:

- The email sent from a session to the invited users. Although this email may have been edited by the sender, the body of the text should give some brief instructions of how to join the session, as well as a password if the Spontania session has been configured to control access via a session password.



- The email sent to the administrator when entity is created. You can find all moderator data along with all Session Identifiers (ID) created in the entity.


Dear customer,
Thank you very much for your interest and subscription of Spontania VideoMeeting service.

Hereinafter you can find the most relevant connection information so that your company can start using Spontania:

Go to your Spontania room

Product Demo

•SessionID number: *71126*
•Default moderator's access data (access through "Manage" tab): *moderator / jokgvyntq1*
•Rest of participants' access data (access through "Attend" tab): *just a name, no password is required.*

•Data access iPad and iPhone and Android
- Server: *integration.spontania.com*
- SessionID: *71126*
- User: *just a name, no password is required.*

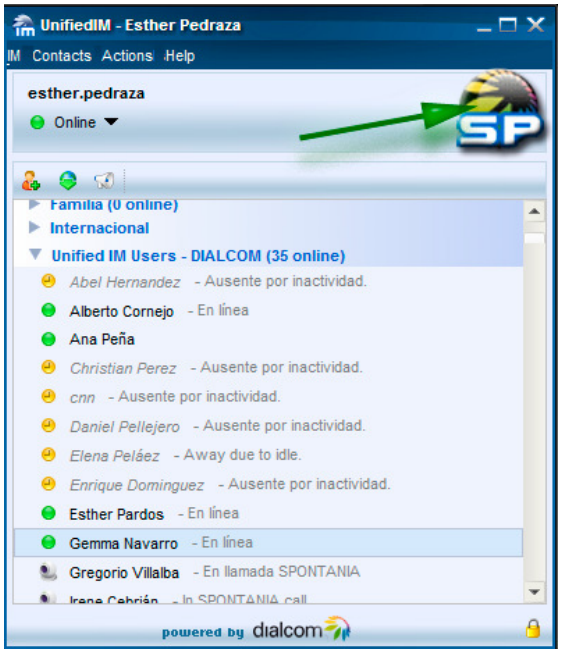
(requires Spontania Mobile application downloaded from Apple Store, the download is free from Apple Store or Google Play)

A Session ID will appear by default. If you wish to access to a different session, it will be enough with change the number and with insert the new one.

3rd connection method: from Spontania Instant Messaging. It is possible and simple to receive or send to any connected contact a "spontaneous" request to join a new or ongoing Spontania session via the instant messaging and presence application included in the Spontania solution.

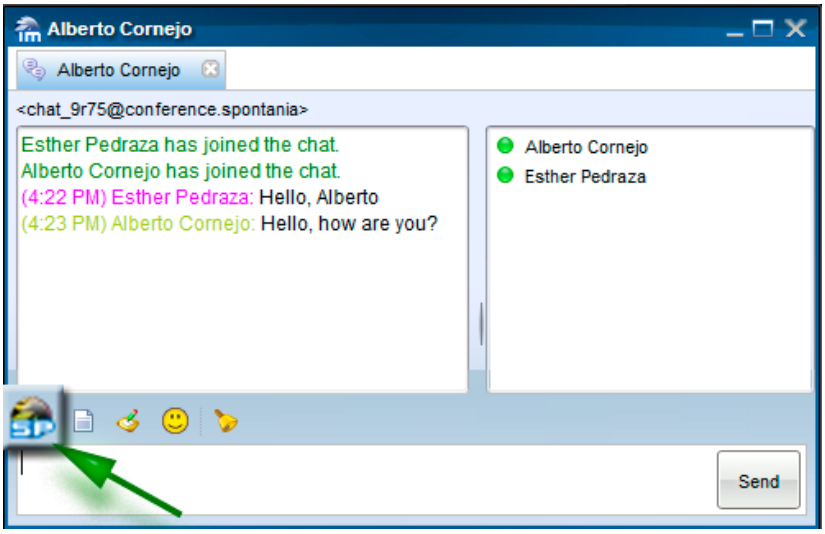
There are two ways to initiate a connection request to a Spontania session from this messaging component:

- One of them involves starting the session in an empty room: the user simply displays the window of the instant messaging application that offers the connected contact list and, without starting a chat conversation with anybody, clicks on the Spontania logo that appears top right.


UnifiedIM - Esther Pedraza
IM Contacts Actions Help
esther.pedraza
Online
Familia (0 online)
Internacional
Unified IM Users - DIALCOM (35 online)
Abel Hernandez - Ausente por inactividad.
Alberto Cornejo - En línea
Ana Peña
Christian Perez - Ausente por inactividad.
cnn - Ausente por inactividad.
Daniel Pellejero - Ausente por inactividad.
Elena Peláez - Away due to idle.
Enrique Dominguez - Ausente por inactividad.
Esther Pardos - En línea
Gemma Navarro - En línea
Gregorio Villalba - En llamada SPONTANIA
powered by dialcom

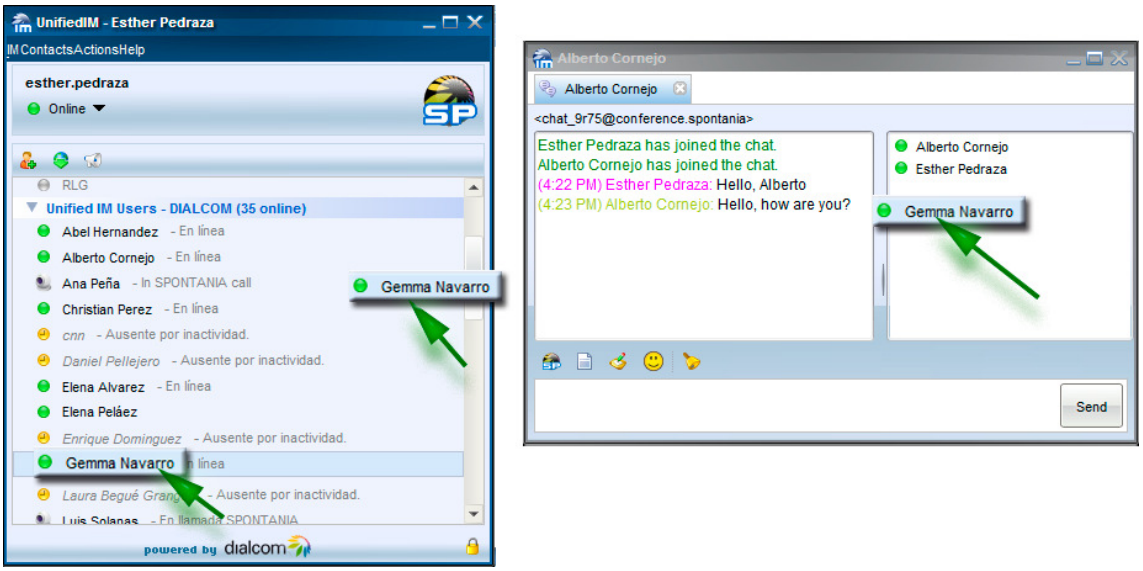
A new Spontania session is started this way; the user who has clicked on the button will also be granted the role of moderator. Later, from the ongoing session, it will be possible to add more people following the procedure explained in Section 5 through the option "*Invite*".

- The second alternative involves starting the session with more users. A chat conversation with the contacts the user wants to have a session with must have been started; by clicking on the Spontania logo located at the bottom, an automatic procedure of invitation and connection to the session will be generated. The role of moderator will be granted to the person who has clicked on the button.

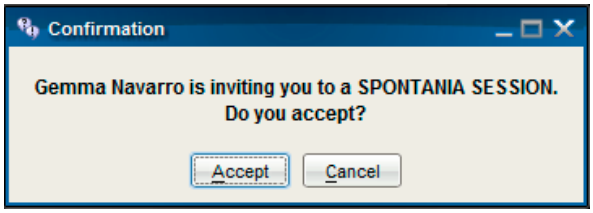


The following images show the procedure to add several users to a chat conversation, if the intention is to create a session with more than two people:

- The first conversation is started by clicking twice on the user's name in the instant messaging.
- Other users are added to the conversation by dragging their icons with the mouse from the main page of the instant messaging to the chat window.


UnifiedIM - Esther Pedraza
IM Contacts Actions Help
esther.pedraza
Online
RLG
Unified IM Users - DIALCOM (35 online)
Abel Hernandez - En línea
Alberto Cornejo - En línea
Ana Peña - In SPONTANIA call
Christian Perez - En línea
cnn - Ausente por inactividad.
Daniel Pellejero - Ausente por inactividad.
Elena Alvarez - En línea
Elena Peláez
Enrique Dominguez - Ausente por inactividad.
Gemma Navarro
Laura Begué Gran - Ausente por inactividad.
Luis Solanas - En llamada SPONTANIA
powered by dialcom
Gemma Navarro
Alberto Cornejo
Alberto Cornejo
<chat_9r75@conference.spontania>
Esther Pedraza has joined the chat.
Alberto Cornejo has joined the chat.
(4:22 PM) Esther Pedraza: Hello, Alberto
(4:23 PM) Alberto Cornejo: Hello, how are you?
Alberto Cornejo
Esther Pedraza
Gemma Navarro
Send

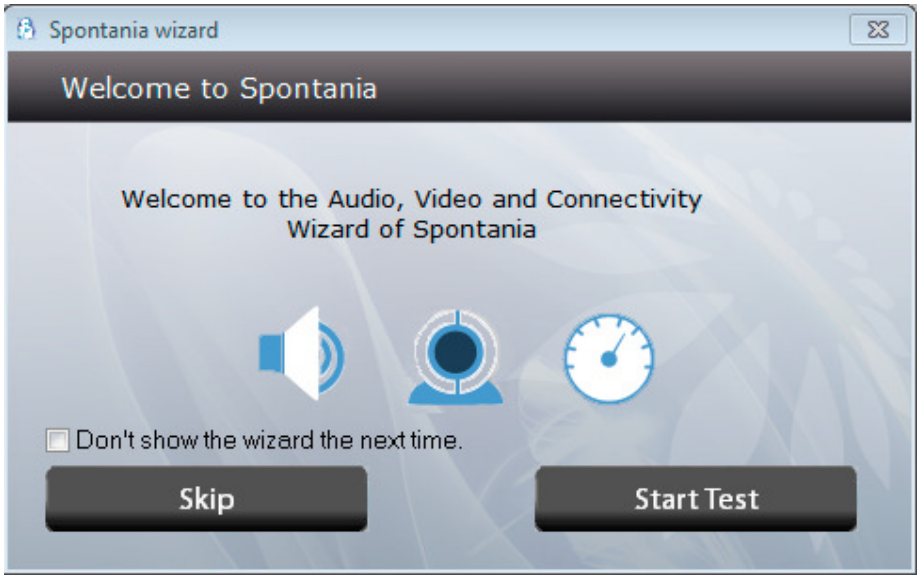
The selected users will receive an invitation to connect a Spontania session like the one shown in the following image.



4 Before completing the connection to a session

Note: the test explained in this section is only available for Windows, not for the Spontania Mac version.

In any of the procedures explained in section 2, and as a previous step to access a Spontania session, the user is offered the option of passing a general test on his/her devices and connectivity. Carrying out this test is highly recommended, not only the first time using Spontania, but also when any of the multimedia devices has been susbstituted (microphone, headphones or webcam) so that the user can certify that his/her computer is configured to use Spontania correctly.


Spontania wizard
Welcome to Spontania
Welcome to the Audio, Video and Connectivity Wizard of Spontania
Don't show the wizard the next time.
Skip
Start Test

By clicking on the "*Start Test*" button the next window will appear, offering brief hints to start the test. The test wizard can be skipped by clicking on "*Skip*". If the "*Skip*" button is clicked on during a specific test, only that test would be missed out.

Audio Test:

The user simply has to follow the instructions described in the windows that appear as the test advances:

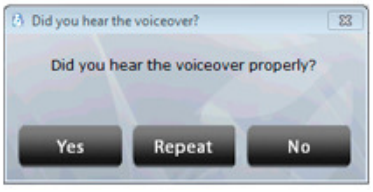
Audio Wizard
Welcome to the Audio Wizard Service
Please , check that your headphones and microphone are plugged in correctly and that mute is not set for your microphone.
Skip
Start Test

1st - Speakers. If the option "*Manual Select Device*" is chosen, a list of the available audio devices in the PC will appear. The user can also select the option "*Auto Detect*" and the application will select the appropriate sound device to be audio tested.

Audio Wizard: Step 1/3
Sound playing
Select manually the Audio Device that you want to be used or let the application choose it for you by clicking on "Auto Detect".
Manual Select Device:
Auriculares (Dispositivo de H
<Back
Auto Detect

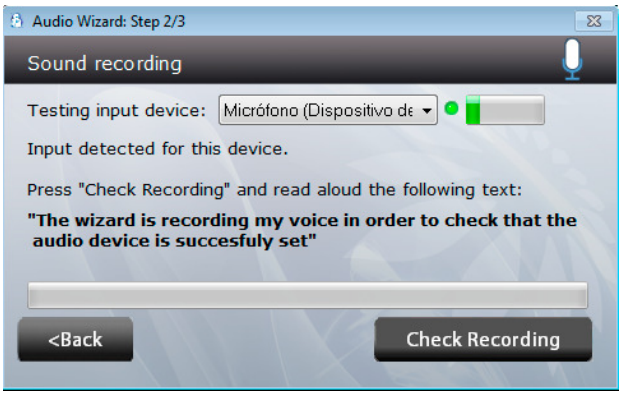
Once this device has been selected, a short voiceover will be reproduced when clicking on the button "*Test device*". If the recording can be heard correctly, the user can click on "*Yes*" and go on to the next step.

Audio Wizard: Step 1/3
Sound playing
Select manually the Audio Device that you want to be used or let the application choose it for you by clicking on "Auto Detect".
Manual Select Device:
Auriculares (Dispositivo de H
<Back
Auto Detect



If the recording cannot be heard properly, the user must click on "*No*" and select another device; if no other is available, the user will be informed that the sound card does not work properly and so no sound will be heard during the session.

2nd - Microphone. Once the audio test is finished, the user will be sent to the next window to check if the microphone works. The user must select the microphone to be used in Spontania from the list of sound recording devices available in the computer.


Audio Wizard: Step 2/3
Sound recording
Testing input device:
Micrófono (Dispositivo de
Input detected for this device.
Press "Check Recording" and read aloud the following text:
"The wizard is recording my voice in order to check that the audio device is succesfuly set"
<Back
Check Recording

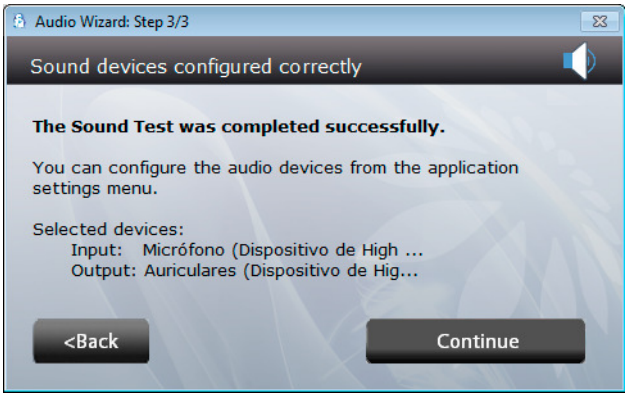
Before selecting the button "*Check Recording*" and depending on the device selected from the list, it will be possible to obtain some visual information. The green oscillating bar on the right of the selected device will show whether or not the device is capturing any sound. If the user is talking and the bar does not oscillate, it will be recommendable to try with another microphone, if available.

By clicking on the button "*Check Recording*", the user will be asked to speak into the microphone in order to make a short recording. This will take place while the broad green bar at the bottom is progressing and the message "*Recording*" is visible. After that, the user will be able to listen to the sound recorded, notified by the message "Playing". The following images show the aforementioned steps:

Audio Wizard: Step 2/3
Sound recording
Testing input device:
Micrófono (Pro 9000)
Input detected for this device.
Press "Check Recording" and read aloud the following text:
"The wizard is recording my voice in order to check that the audio device is succesfuly set"
Recording
<Back
Check Recording

Audio Wizard: Step 2/3
Sound recording
Testing input device:
Micrófono (Dispositivo de
Input detected for this device.
Press "Check Recording" and read aloud the following text:
"The wizard is recording my voice in order to check that the audio device is succesfuly set"
Playing
<Back
Check Recording

When all the steps have been completed, insofar as the user has heard his/her voice correctly and with the adecuate quality and volumen, the part of the test concerning the audio can be concluded.

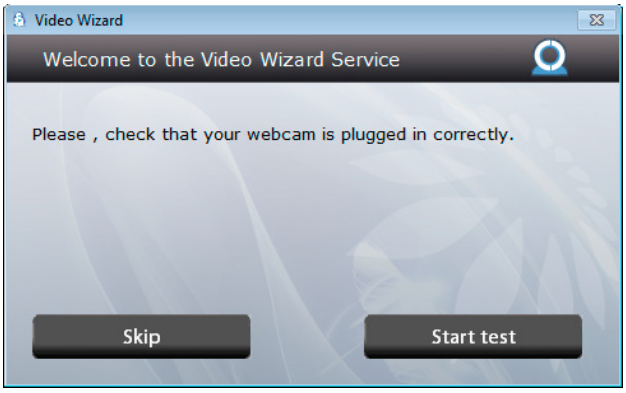

Audio Wizard: Step 3/3
Sound devices configured correctly
The Sound Test was completed successfully.
You can configure the audio devices from the application settings menu.
Selected devices:
Input: Micrófono (Dispositivo de High ...
Output: Auriculares (Dispositivo de Hig...
<Back
Continue

If the user is not satisfied with the sound, this microphone test can be repeated until the user considers the microphone has been selected and adjusted correctly.

If the PC has no microphone, or the recording test has not been perfomed successfully, the other participants will not be able to hear the user during the session.

Video Test:

The following is the video test, which requires a webcam or similar to be connected to the PC.



By selecting the webcam from the drop-down menu on the right, the user should be able to see him/herself or the image captured by the selected camera. Optionally the user can configure and adjust the quality of the image (focusing, etc.). After that, simply by clicking on "*Continue*" will finish the video test.

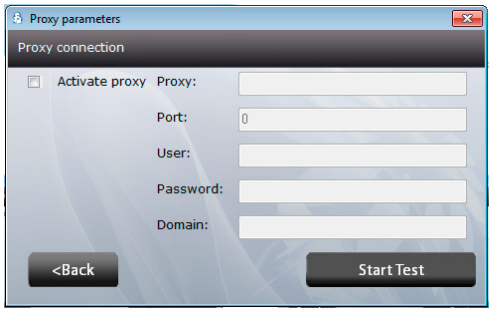
If the test shows that the webcam does not capture images in the appropriate format for the platform, the user will receive a warning –as shown below- to inform him/her that the camera may not perform optimally during the session and could experience an unexpected error while working with the application in the local PC.

Connectivity Test:

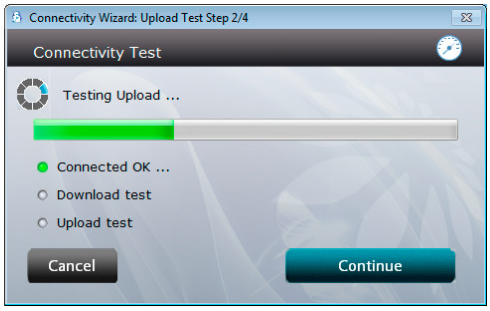
This last test allows the user to measure the network connection speed at an end-to-end level, that is to say, from the user's computer to the Spontania server platform.

Connectivity Wizard
Welcome to the Connectivity Wizard Service
If you want to configure manually your Proxy Settings press "Manual".
Otherwise, let the application try direct connection and autodetect proxy settings by clicking on "Auto".
If connection problems persist please contact your Network Administrator for Proxy data or Firewall restrictions.
Skip
Manual
Auto

Manual

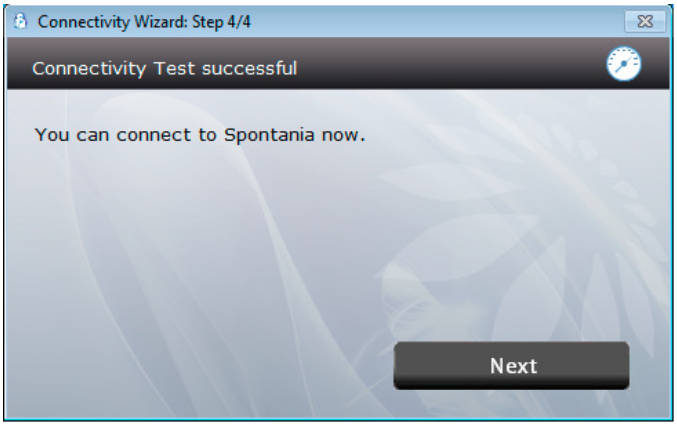


Automatic



If the connectivity test is not successfully passed, the user will not be able to connect to the session. If the user is accessing through a network where there may be a proxy (i.e., from the office), the proxy settings of this network may need to be introduced. If there is some connectivity, the user is presented estimated measurement data about how much available bandwidth therie is, for both uploading and downloading.

Once this test is finished, the Spontania test will have been completed.



If any of the tests was not completed successfully, the user should revise the configuration regarding the failed test and do it again, in order to obtain the best performance during the use of Spontania.

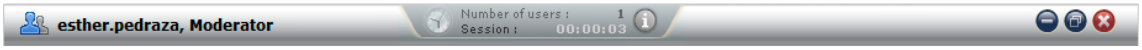
If all the tests have been completed successfully, a small window will pop up to indicate that connection is being completed.

Then the user will have entered a Spontania session.

5 User interface

The user interface consists of three main sections:

1st - The upper bar, which shows general information about the user and the session.

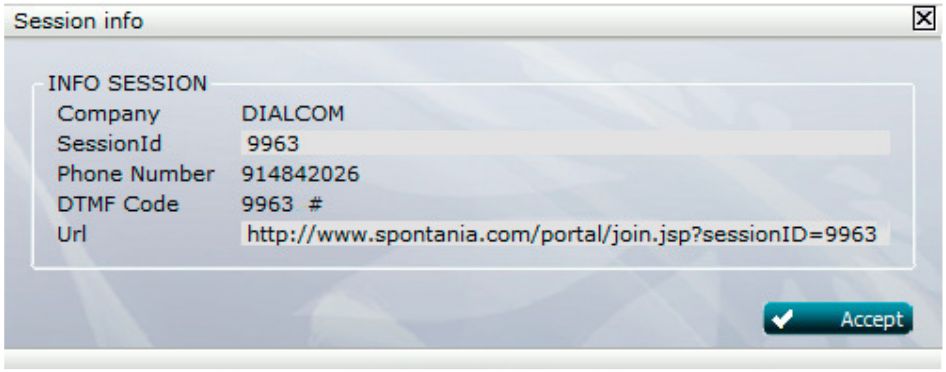


This upper bar is divided into three main parts:

User name. If the user is also acting as a moderator, the information will be shown after the name, on the right.

General information about the session:

- Number of participants connected simultaneously.
- Time passed since the beginning of the session.
- An "i" button to view the connection details of the session.



This sample window shows the connection data of a session that allows users phone access (functionality only available for advanced versions of Spontania) and controls access with a session password.

Window controls to minimize, maximize and close the application.

If the user clicks with the mouse on any area of the upper bar not associated with any icon, the window of the Spontania application becomes floating. Then the user can relocate it on the screen, just like any other possible application.

2nd - The Main Area of the application, where the users are displayed the videos of the participants, any document or application other participant share, or the whiteboard.

Regarding the videos, the following information appears under the image of those attendees whose video is on:

- User name
- User role, by adding "(M)" after the name if the user is acting as a moderator.
- Audio configuration of the microphone:
  - Speaking
  - Not speaking (without icon)
  - Audio muted

This main area is designed to select automatically the most appropriate view of the session depending on the number of active videos and on whether the collaboration utilities are being used; it also adapts the size and position of the sharing and videos in the screen. Even so, if the user places the cursor anywhere within the main area, several additional buttons will appear at the bottom so that the view configuration can be changed manually.

The meaning of these buttons is as follows:

Changes the viewing format. There are four possible formats:

- "Videocollaboration" view: shows the participants' video images simultaneously together with the ongoing collaboration utility (sharing, whiteboard).
- "Meeting" view: only shows the participants' video images, all with the same size.
- "Conference" view: one of the video images appears bigger than the others. In this view, if the user clicks with the mouse on any of the smaller video images, it will occupy the position of the bigger one.
- "Collaboration" view: only shows the ongoing collaboration utility.

In "Meeting" or "Conference" view formats 10 video images can be displayed simultaneously. In the case of "Videocollaboration" view, the number of video images can be 4-5 plus the collaboration utility.

Makes the current active video images in the session rotate one position. This can be interesting to use when the user is not viewing on his/her screen a participant whose video is active but hidden because the maximun number of video images shown simultaneously in that view format has been reached.

Switches between the modalities of viewing in 2D or 3D.
(Note: this option is only available for Mac, as there are only 2D views).

Activates the "*Full Screen*" viewing mode, in which only the main area of the application is shown, while the control panel and the upper panel remain hidden, thus concetrating the user's attention on the ongoing session.

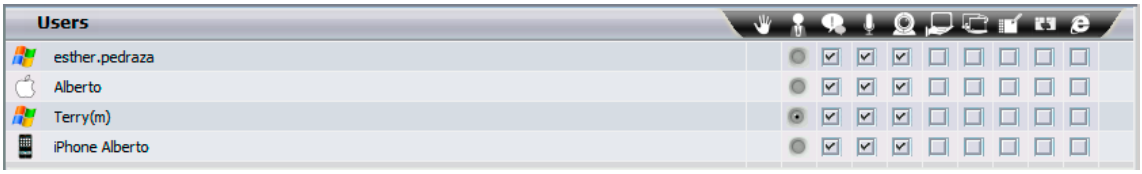
Additionaly, the main area allows the user to carry out other actions to interact with the views (*Note: these options are not available for Mac*):

- It is possible to zoom in on any video image or on the view of the shared application by clicking once on the left mouse button. Another click will bring the image back to the previous situation.
- Floating windows can be generated from any video image or from the view of a shared application by double-clicking on any of them. This option is interesting for PCs with extended desktops in some screens. (Note: up to a maximum of 10 floating windows).

3rd - Control Panel allows the participant to interact with the application functionalities during the Spontania session.

This panel consists of several parts, as explained below:

At the top of the panel there is the icon that opens a drop-down list of connected participants, showing the communication and collaboration services activated for each of them.



The meaning of the icons shown in the drop-down menu is the following:

a) COLUMNS:

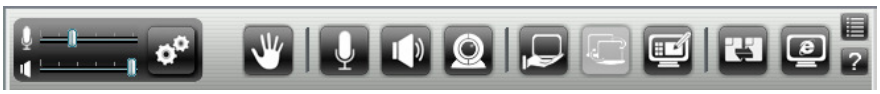
Moderation and Session Management	If there is a moderator and who owns this role who has requested permission to speak
Communication Services	Text: capability to send text comments Voice: capability to be heard Video: transmission of one's video image
Collaboration Services	Share documents, applications or desktop Remote control Interactive whiteboard service File Transfer Co-browsing

b) ROWS:

Type of device used	Microsoft Windows PC/laptop Mac Telephone or video conference equipment (Only in advanced versions) iPhone iPad

The ticked boxes indicate the services currently in use by each participant.

Each participant individually can activate or deactivate these services by means of the buttons in the control panel shown below:

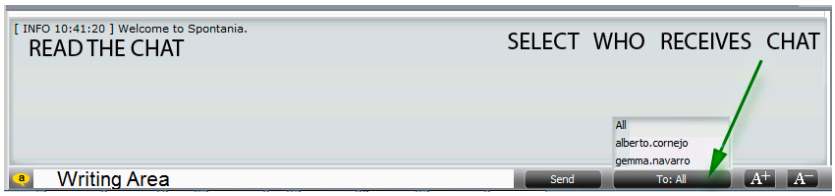


How each one of these services functions is described in more detail in the following sub-paragrahs.

In some cases, the participant may notice that most of these buttons are not visible and only those shown in the image below are displayed. This happens when it has been decided that the session will be fully managed by a moderator. The role of the moderator will be explained in detail later on.

Text Chat

To send a text message while the session is in progress the user only has to type the text on the line pointed as "Writing Area" in the image below and then press the "*ENTER*" key of the keyboard or click on "*Send*".



By default the message will be sent publicly to all the people connected to the session ("*To: All*"). Spontania also allows the user to exchange private text messages between participants by clicking on the button signalled in the image with a green arrow and by selecting the person the user wants to send the message to. The messages written or sent publicly appear in normal text, while private ones appear in italics.

Finally, there are two buttons "*A+*" and "*A-*", which allow the user to enlarge or reduce the size of the messages written in the chat window.

Sound and Video Controls

During the session the user will be able to adjust the audio levels of the microphone (volume you are heard at) as well as the speaker (volume you hear) using the sound controls shown in the following image.

In some cases, especially if the user is not using headsets, these controls could be auto regulated by the application itself in order to avoid the generation of echo during the session.

The other icon allows the live modification of the audio and video devices the user is working with.

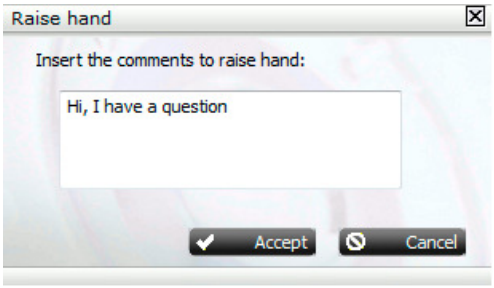
The modification is done by clicking on the icon ▾ associated with the sound or video device the user wants to replace and by selecting the new one from the drop-down list. In the case of the webcam, an additional button called "*Setup*" is provided in order to make advance adjustments like brightness, contrast, etc; this displays the settings window associated with the selected video driver.

Hand Raise

The button with the hand is for any participant to request permission to speak during the session. It is frequently used in situations like training courses or meetings in which many people are connected and communication via other methods, such as chat, voice or video, is restricted.

Together with this button to request permission to speak, the participant has the possibility of introducing a text message indicating the reason for that request. This text will be received and

viewed by the person acting as a moderator, who has the capacity to authorize that participant to speak, as explained in section 5 about the moderator.



Audio

Regarding audio, there are two different buttons to activate and deactivate the voice transmission (microphone) and the reproduction of sound from the rest of the participants (speaker).

Activated

Deactivated

Clicking on these two buttons enables the associated device to be switched between an "*Activated*" and "*Deactivated*" state. If the button is in the "Deactivated" state and when clicking on it this state does not change, then this could mean that this kind of device may not be present in the PC or that the driver has not been configured correctly at the operating system level.

Finally it is possible that even though the microphone option is activated, the other participants may not be able to hear the user. The reason for this might be that the moderator has configured the user in the modality "push-to-talk". In this configuration, the user must keep the "*Control*" (CTRL) key pressed in order to be heard, releasing it when he/she stops speaking, similar to the way a *walkie-talkie* works. This sound setup may have been activated by the moderator if a high level of background noise where the user is connected from has been detected, making it difficult to hear the session properly, or because the user has shown a preference for this modality in order to have more privacy and to choose on his/her own whether or not he/she wants to be heard by the other participants.

Video

As for the local video, the user can decide to keep his/her image activated or deactivated.

Activated

Deactivated

The same explanation regarding the audio also applies to the camera: if the camera icon remains "Deactivated" after clicking on it several times to activate it, maybe there is no camera in the PC or the driver has not been correctly installed or configured. The reason could also be that a configuration with a certain maximum number of videos on the screen at a time has been activated at administration level and this maximum number has already been reached.

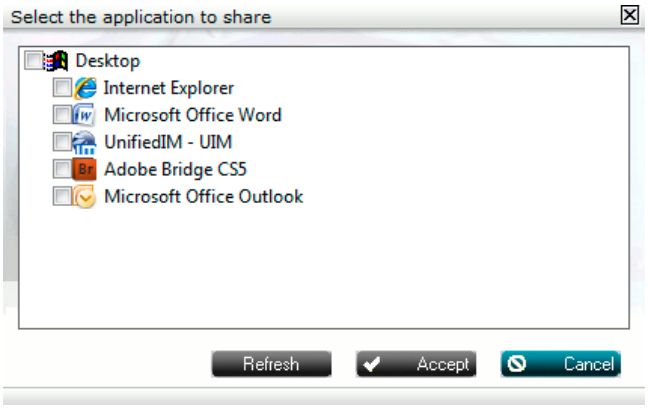
Application Sharing

The Application Sharing service allows the participants connected to a session to show their desktop (Mac users), a document or an individual application (Windows users) to the other attendees.

Available

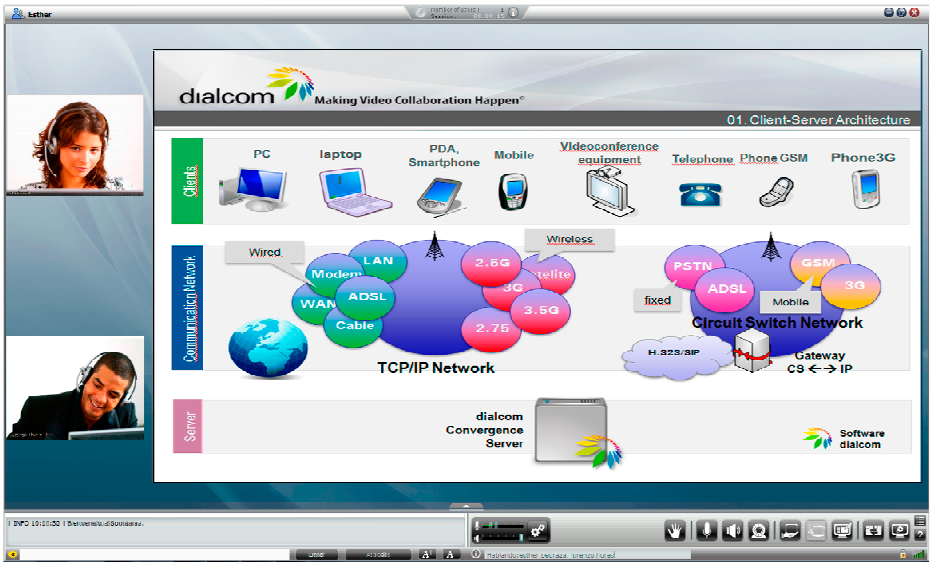
In use or Disabled

When Windows-based PC or laptop users click on the previous button to start the sharing service, they will first encounter a window asking them to select which application or applications they want to share with the rest of the participants.

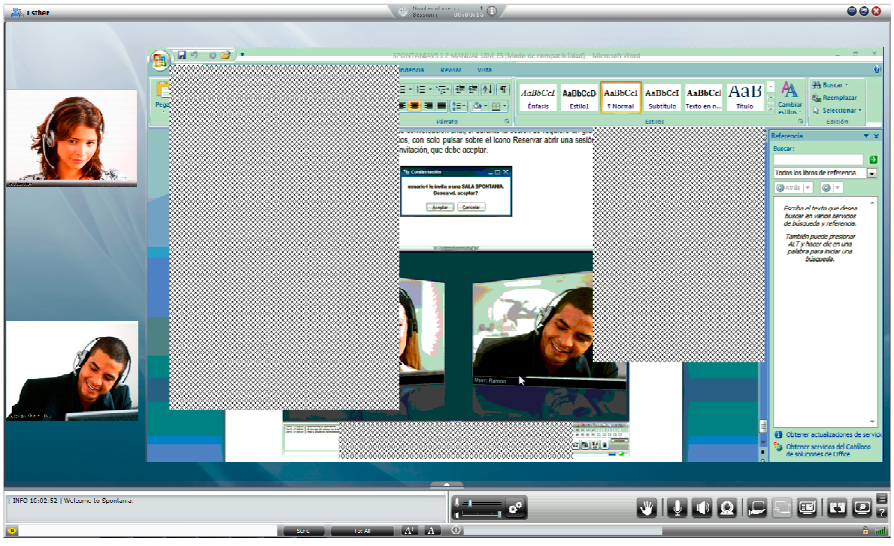


The first option, "*Desktop*", allows the whole screen to be shown to the participants. If the user prefers to show only a certain application, he/she must select only that application and click on "*Accept*". If the application the user wants to share is not listed in this first window, the user must click on "*Refresh*" to update the list of available applications to share. Clicking on "*Cancel*" will prevent the sharing being initiated.

As soon as the user has selected and accepted to start the service, the rest of the attendees to the session will be able to see the application and the changes made on it, as well as the movements of the mouse. All this will take place in the "Videocollaboration" view, in which the participants will be displayed on the left (or at the bottom, depending on the kind of screen and shared application).



If the user notices a grill-like image in any part of the screen (or in the whole sharing area), like the one shown below, that is because the sharing person has placed another application “on top of” the shared one. The sharing user just has to hide the other application or bring up the shared one so that the other participants can see the full shared image again. (If the desktop is shared, no grill-like images are viewed as the authorization is for the whole screen).



If the user who starts the sharing has a Mac device, the complete screen will be shown automatically, as notified in the following message:

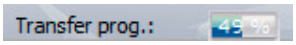
For the person starting the sharing, the Spontania application will minimize automatically in his/her task bar. In its place a small floating bar with the videos of the other participants (up to 4) and some additional options will appear.

These other options are:

Stops the sharing service (also by pressing the "*CTRL*" and "*F12*" keys simultaneously).

Shows Spontania main interface (and minimizes it again).

Indicator of notifications to inform the sharing user about who is speaking.



Transfer progress: indicates when the other participants will be in conditions to view what the sharing user is viewing on his/her screen. The progress bar will restart every time a modification or change is made on the shared content in order to keep the sharing user informed about when the other participants can see the latest changes.

While one of the users has the sharing service activated, nobody else will be able to use it; that is, two different people can not share applications at the same time during a session.

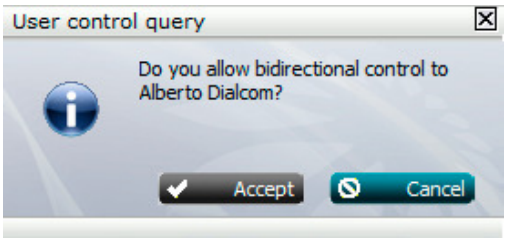
Remote Control

To activate the remote control service, first the application or desktop sharing service must be active as control will be taken over the shared application, document or desktop. That is why when starting a Spontania session the user will notice that the button is shown as disabled in the Control Panel and it will not be enabled for selection until the sharing is activated.

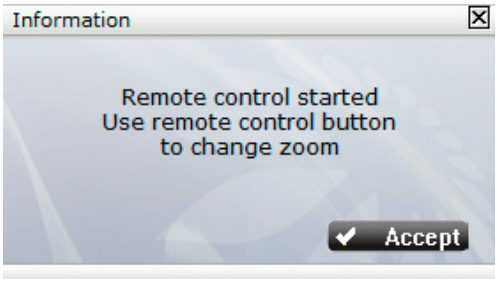
Disabled

Available

Another necessary step to set the remote control service is that the user who owns the shared application or desktop allows the control.



Once accepted, the user will have control over the remote application and will be notified about it with the following message:



From then on the user who has activated the remote control service will be able to interact with the remote user's application or desktop from his/her local keyboard and mouse. The owner of the shared application will also be able to use his/her equipment or application simultaneously. The service only permits one user to take control at a time.

When this function is activated a new button appears among the floating icons of Spontania views management for the person authorized to take remote control. This new button allows the user to stop the remote control temporarily without cancelling the service, i.e., without losing the authorization already granted by the owner to take remote control over his/her equipment.

Activated

Deactivated

Using this option is especially interesting if the user with remote control needs –for a short time- to make changes in his/her local computer exclusively. Thus the actions on his/her own keyboard or mouse will not have any effect on the other equipment during that time.

The remote control service can be stopped by clicking on the button corresponding to this service. However, the remote application will remain visible (as sharing is still active) and it will be possible for another user to request remote control on that application. On the other hand, if the control service is active, the remote control as well as the sharing will stop if the application's owner presses the button already explained in the sharing service.

Whiteboard

Note: the whiteboard service is not available in the Spontania version for Mac. This means users with Windows computers connected to the session can use this function, but Mac users will not see it.

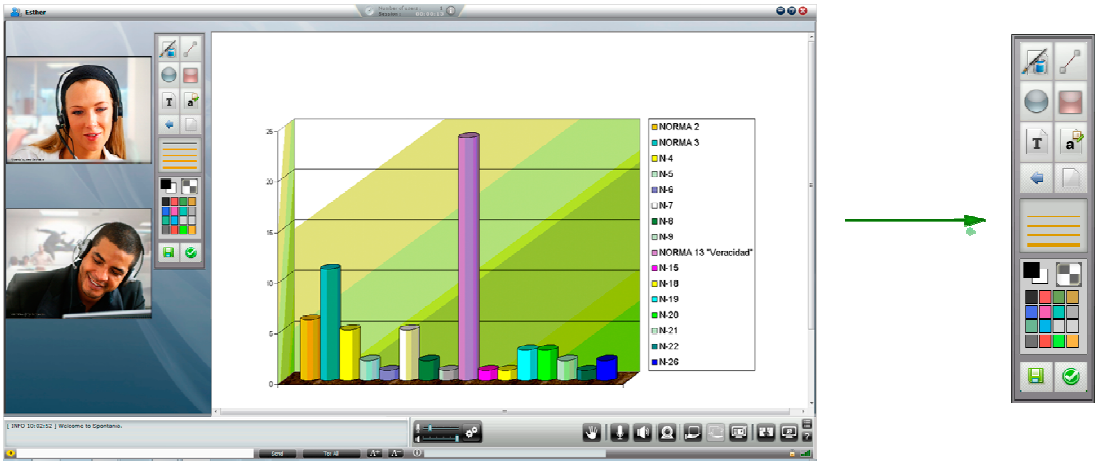
The whiteboard is another collaboration service available with Spontania. By means of the whiteboard it is possible to provide one or several participants with a temporary graphic space so that they can draw or take notes on a new "canvas" or on a previous image.

Available

Disabled

There are two differente ways to activate the Whiteboard service:

- **"New Whiteboard" Mode:** is started on a board with a white background ("canvas"). This modality is activated when a user presses the whiteboard button, without the application sharing service being active.
- **"Revision" Mode:** the whiteboard starts on a previous image taken from a document, application or the desktop that another user is sharing. This modality is activated when the whiteboard is initiated by the moderator, with the sharing service active. Then the sharing will be paused.



The users who have activated the interaction with the whiteboard will have a vertical bar available, as shown above, including several graphic utility buttons to enable them to collaborate.

"Brush" draws the line traced by the mouse while the left button of the mouse is pressed.

"Line": pressing the left mouse button indicates the starting point of the line. Keeping this button pressed the user decides the length of the line and, by releasing it, sets the other extreme of the line.

"Circular": a click on the left mouse button sets the position of one of the vertices of a fictitious rectangle within which the circular form can be drawn. Keeping the left mouse button pressed sets the shape and size of the figure. On releasing the button the final form of the figure will remain.

"Rectangle": the explanation for the previous button is also valid here, but in this case to draw a rectangular figure.

"Text" allows the user to insert text on the whiteboard. A click on the left button sets the position of the message (of the first character) on the whiteboard and activates the text writing. Until the user presses the ENTER key on his/her keyboard, the message will not appear on the whiteboard and will not be seen by the other participants. Up to that moment the user will be able to select a new position for the text by clicking on the left button again.

"Text options": This only works if the option "Text" is active. In that case, it will show a dialogue box to configure the format of the text font (size, type, colour…).

"Undo": deletes the last change made. Clicking on it successively will delete previous changes (even the "Clear" action explained below).

"Clear" deletes everything that had been painted on the whiteboard (except the inicial image, if there was one).

"Line Thickness" allows the user to select the thickness of the lines for the first 4 options regarding graphic resources (brush, line, circular shape and rectangular shape).

“Fill Colour” allows the user to select the colour for the graphic resource used on the whiteboard. Additionally, by clicking on the user will be able to use the modality of drawing shapes on a transparent background instead of a white one.

“Save”: allows the user to save a copy of the current image in a local file (“.jpg” format).

“Exit” finishes the whiteboard function for the user. If more users have the whiteboard functionality active, then the whiteboard will remain present but the user will not be able to edit anymore.

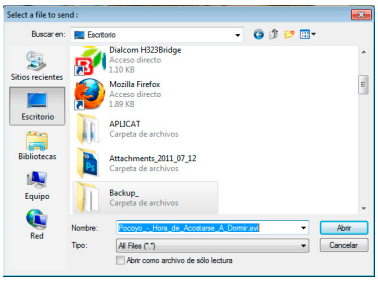
File Transfer

Another collaboration service Spontania offers is the transfer of files. Any user attending the session can transfer a file to the other participants without waiting for the end of the session and while other communication and collaboration services are still active.

Available

Disabled

After pressing the button corresponding to the service, the user will find a dialogue box where he/she can search and select the files to be transfered. The transfer will start when the user clicks on “*Open*”. (If the user wants to send an already open file, the changes must be saved before the transfer to make sure the participants receive the correct version).



It is possible to monitor the transfer progress through the icon at the bottom right of the interface.

It is only possible to transfer one file at a time.

Co-Browsing

Note: the co-browsing functionality is not available in the Spontania version for Mac. The users with Windows computers connected to the session can use this function, but Mac users will not see it.

The co-browsing allows the user to present web resources available on the Internet, or even in the Intranet to which the user has access, to the other participants.

Available

Disabled

This service works as follows: when the user activates the service, the browser Internet Explorer will open in the predefined home page. From that moment on the content of the web pages the user is browsing locally will be transmitted and visualized in an Internet Explorer navigator that will open in the other attendees' PCs within a few seconds. The instance of the browser where the contents of the co-browsing service are shown will be recognizable because it will have a window title starting with "*Dialcom*" and because some of its usual functionalities will be limited, such as the address bar, navigation controls, etc, so that the user can concentrate on the web content he/she is being redirected to.

DIALCOM: Home Page - Windows Internet Explorer
dialcom
Product Video | Contact Us | Site Map
search
English | Español | Deutsch
La Empresa Productos Soluciones Soporte Recursos Partners Contáctenos
Software Spontania
de Colaboración Unificada
Spontania es una completa aplicación de software de colaboración para empresas. Aprenda cómo con un simple clic del ratón puede activar capacidades multiparte, multimodo de voz, video y de intercambio de datos con cualquier usuario, en cualquier parte y con cualquier dispositivo.
CUALQUIER USUARIO
CUALQUIER DISPOSITIVO
CUALQUIER RED
Gartner
Sistema inteligente de transporte
Casos de Exito
bankinter.
Conozca más >
Osakidetza
Spontania y barcelona world race
Barcelona World Race: Feb 5 - Estrella Damm
Pepe the Third and Pepe the Fourth
Internet | Modo protegido: desactivado
100%

As it is the users' individual browser, each participant will be able to interact on it at any moment and select any of the available links or perform local actions on any forms or buttons that may be found within the guided web pages without the other users noticing these actions or any alteration in their browsers. Only if the person who has activated the service carries out an action in the browser

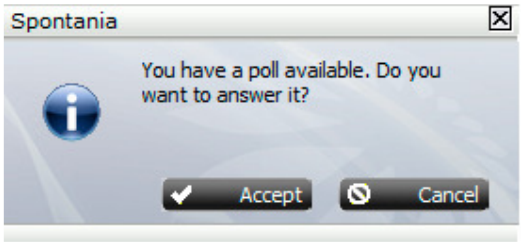
instance from where co-browsing service is being assisted –such as visiting a new web page-, will make the other participants' browser download the content to which they are being redirected.

This service differs from sharing because it does not involve showing a user's local browser to the others; on the contrary, the users have their own browser to view the web contents they are redirected to. That is why the web page shown in each participant's browser may vary depending on the content, the local security configuration established in the browser, etc.

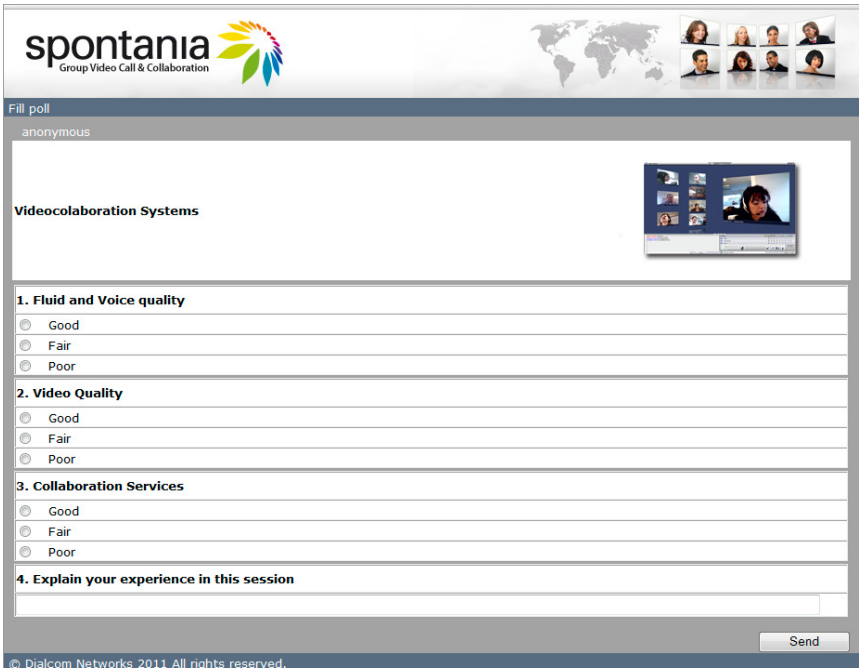
Polls

On-line polls are another collaboration functionality Spontania offers. These can be used to sound out opinions and collect information from some or all of the attendees in a session about the topics discussed and reflected in a particular poll.

In the event that a participant is requested to fill in a poll or survey, the following informative window will appear beforehand:



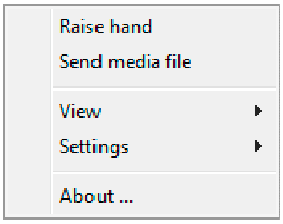
Once the participant accepts the request, the content of the poll to be filled in will appear in a web page:



Additional Options

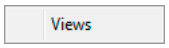
In the Control Panel there is also a button to display a menu of additional options:

These other options are as follows:

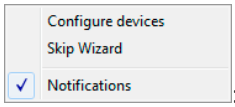


- **"Raise hand":** same as the option previously explained to request permission to speak .
- ***"Send media file"***: this allows the user to show the participants video files during the session. With this option the camera's image and the microphone's audio are temporarily substituted by the video and sound from the selected multimedia file (supported file formats: avi, mpg, wmv, mov, flv, as long as the transmitting PC has the corresponding video and audio codecs installed). The camera and the microphone icons must be active so that remote visualization and audio are

possible (also the user's hands free option must be active or the user keeps pressing the CTRL key). If the file has sound, the voice of the participant cannot be heard until the video stops being played, which can be done from the same "*Send media file*" option.

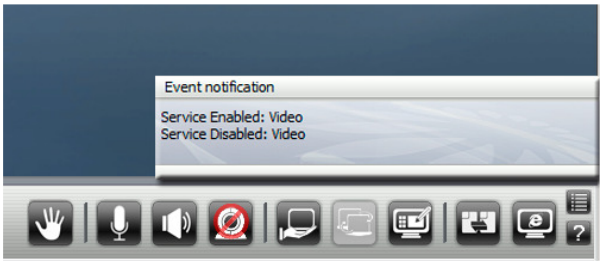
- ***"View"***: this option leads to a sub-menu with the 

option. If the user clicks on this, a window opens where the user can select the possible views that can be activated, for videos as well as for application sharing. Some of them may be disabled depending on the current ongoing services, or if the moderator has made all users view the session in a specific way, which is explained in section 5.

- *"Settings"*: this option displays a submenu with 3 options 

:

  - "*Configure Devices*": is the same as clicking on the button of Sound and Video Controls .
  - "*Skip Wizard*": allows the user to reactivate the possibility of doing the test when connecting or to disable it for future connections (*Note: Only available in Windows versions*).
  - "*Languages*": this option is shown if the administrator has enabled the audio translation functionality. If this is the case, the participant will be allowed to select the language which he/she would like to listen and speak in during the session.
  - "*Notifications*": enables or disables the visualization of brief messages that pop-up at the bottom right of the screen for a few seconds to provide information about the activation/deactivation of services, the connection/disconnection of users during the session, the temporary situation of lower quality video reception (ABM), etc.



- *"About…"*: gives information about the Spontania client version in use.

Help

The button allows the user to access a help web zone for the Spontania application, where this user guide is available along with some other guides.

Indicators

Some more icons or indicators appear at the bottom of the screen:

Indicates which users are speaking or transmitting some kind of sound during the session. If a user who is not actually speaking appears in the list, this means some kind of sound (possibly echo or background noice) is being produced at his/her site because he/she is not using headsets or because the sound configuration in his/her local PC is not perfectly fine-tuned.

This will appear to indicate that the session is being recorded.

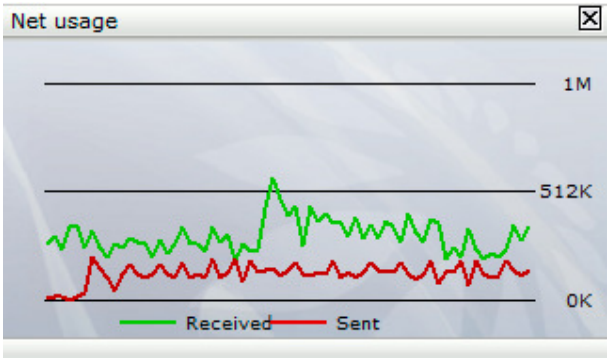
shows the progress in sending or receiving a file while using the file transfer service.

Secure Connection. All data exchanged during the session will be encrypted to ensure the maximum confidentiality in the communications during the session.

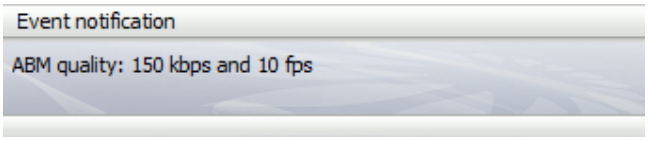
Connection quality. This lets the user know about the level of connectivity during the session.

- If all the bars appear, it means the connectivity is good and the user is viewing the session with the best possible video quality.
- If the number of bars decreases or the colour changes to orange, it means the user is temporarily receiving with a quality lower than expected, due to insufficient network connectivity or PC's processing capacity getting overloaded.

By clicking on this icon, the user will be able to see the network traffic consumed by the Spontania solution in detail on his/her local PC, for receiving as well as for sending (unit of measurement: kilobits per second):

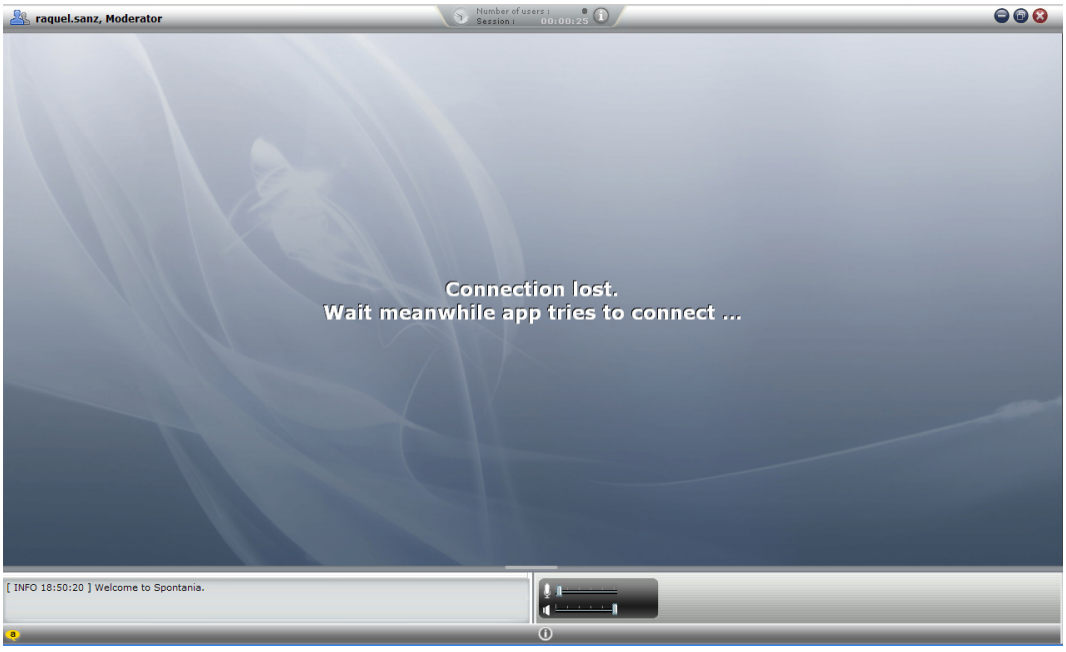


As the graphic shows, Spontania monitors the incoming as well as the outgoing network consumption of the PC. If the consumption were higher than the available network connectivity, the user would receive a notification similar to the one below, varying the state of the connection quality icon.



During the time interval with insufficient network connectivity, the user could receive video quality lower that the usual one in Spontania and the number of videos may be reduced to a maximum of 4.

If the network connectivity decreased drastically to a minimum of a few Kbps, or reduces to zero (i.e. network disconnection), the Spontania application would inform the user about this situation with the following message:



When the user recovers minimum network connectivity, he/she will be reconnected to the session automatically, without any manual action.

6 Moderator Interface

The moderator is an advanced role in the Spontania solution which provides the participant who holds it with additional privileges for the management of the session while this is taking place. The user acting as a moderator will be able to carry out the same functions as any other participant, together with some more advanced ones, through which he/she will be able to moderate or manage the session according to his/her own judgement. This means that the moderator will have the capacity to perform all the functions explained so far in this guide plus some additional ones.

This moderator role is assigned at administration level.

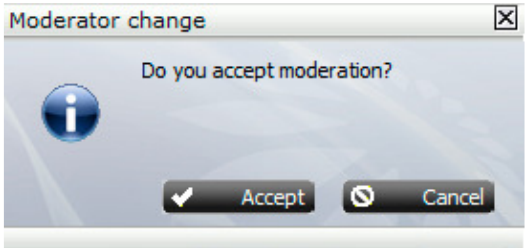
The advanced functions the moderator can carry out during the session are the following ones:

- Determine whether the session is managed only by the moderator or if the final participants can manage the session themselves ("self-managed").
- Control the active status of the communication and collaboration services for all the attendees.
- Control the viewing format for the session.
- Manage the turns to speak.
- Change the predefined configuration of video and sharing quality either for certain users or for all of them.
- Activate the audio configuration of "push-to-talk" or "hands free" for certain user.
- Record the session.
- Send polls to the participants.
- Disconnect users.
- Finish the session.

As previously mentioned in section 2, a user will be able to access a session with the role of the moderator in the following situations:

- The user has entered the session from the web portal and has been authenticated as the manager user of the Spontania session ("*Manage*" tab).
- The user has initiated the connection to a Spontania session from the Instant Messaging component.

However, a user who has not started the session as moderator could receive this role if the current moderator transfers it to him/her. In this situation the moderator becomes a normal user and will only be able to regain the role by a similar action carried out by the new moderator.



To transfer the moderation role, the moderator must click on the icon corresponding to the column of and associated to the row of the user to whom the role will be transferred.

The moderator's screen is exactly the same as the normal user's one except for the Control Panel.

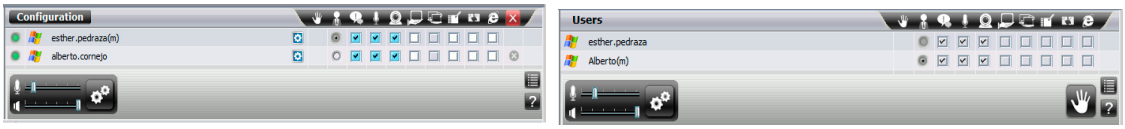
The control panels of a moderator and a user are shown below, both for when the session is self-managed by the participants and when it is only managed by the moderator:

a) Self-managed session (moderator's panel on the left; user's on the right)

MODERATOR **USER**

b) Session managed by the moderator (moderator's panel on the left; user's on the right)

MODERATOR **USER**

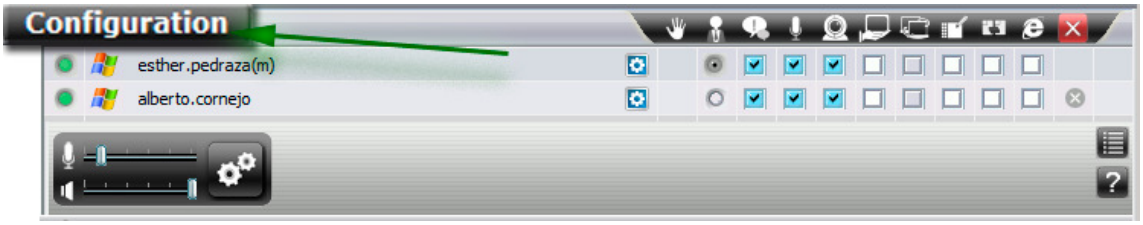


In the two cases mentioned above, the main differences observed in the moderator's Control Panel compared to the user's are the following ones:

- The word on the Control Panel is instead of "*Users*". In the case of the moderator, this word links to the general configuration section of the session.
- The buttons to view which communication and collaboration services are being used are shown in editable format, so that they can be activated or deactivated for each participant.
- There is no hand raise button to ask for permission to speak, as the moderator manages the other participants' turn to speak and does not need to request permission to him/herself.
- An icon appears on the right of each user's name. This icon allows the moderator to act on the specific configuration parameters of a certain user.
- An icon appears on the left of each user's name. It shows the quality of connection for that user.
- There is another column after the columns regarding collaboration services. It shows the moderator's capacity to disconnect any of the participants.
- The menu of additional options provides more functionalities.

The above mentioned differences will be further explained in the next sub-paragraphs.

General Configuration



The button "*Configuration*" allows the moderator to know and/or modify in real time the general configuration settings thas are set up for a session at administration level. By clicking on this button, the moderator can see a window similar to the one below:

The available fields in the window are the following:

- "*Name*": shows the non-editable value "*ALL*" as the values established in the general configuration are applied on all the attendees by default once they enter the session. Later it will be explained how to vary a user's individual configuration, if required.
- "*Hands free*": an active or non-active value will be shown depending on the default configuration set up for the session at administration level. The moderator will not generally be able to modify this parameter; that is why it is shown in a non-editable field format.

- If the Hands Free modality is active, it means that the user will be heard at all moments as long as his/her voice service is active (see sub-paragraph "Audio" in chapter 4 "User Interface").
- If the Hands Free modality is not active, it means that the user will only be heard while the CONTROL key is pressed on the keyboard and the voice service is active. This is the *push-to-talk* modality previously mentioned.

- "*Activate Services*": this option allows the moderator to switch between the modality of "self-managed" session and the modality of session managed only by the moderator.
- "*Video*": this shows the general configuration of quality for the transmission of the participants' video images. It is divided into 3 fields:
  - "*Predefined"*: consists of a list of pre-established configurations for video quality, each one of them having specific values for the fields "*Bandwidth*" and "*Fps*".
  - "*Bandwidth"*: offers a list of values of network speed (in kilobits per second) associated with the transmission of each video image activated during the session.
  - "*Fps*": provides a list of values (*frames per second*) associated with the fluency of movement for each video image activated during the session.
- "*Application"*: shows the general configuration of quality for the signal transmission in the participants' application sharing service. It is divided into 3 fields:
  - "*Predefined"*: shows a list of pre-established configurations regarding the quality of the application sharing service, which sets up specific values for the fields "*Bandwidth*" and "*Depth*".
  - "*Bandwidth"*: offers a list of values of nework speed (in kilobits per second) associated with the signal transmission of the application sharing service, if this service is activated during the session.
  - "*Depth"*: provides a list of values (*in number of colours*) associated with the sharpness of the application sharing service, if this service is activated during the session.

If any of these parameters is modified, configuration of all users will be updated with the latest values when clicking on "*Apply*" or "*Accept*" (the users with specific individual configurations will then also be updated with the latest changes).

Service Management

To activate any of the Spontania communication and collaboration services for a participant, the moderator must act on the corresponding user's checkbox (listed in rows) and service (listed in columns) and mark them with the icon ☑.

To carry out the opposite action, that is, to deactivate one of the services for a participant, the moderator must click on the checkbox showing the active state to change it to the icon ☐ deactivated.

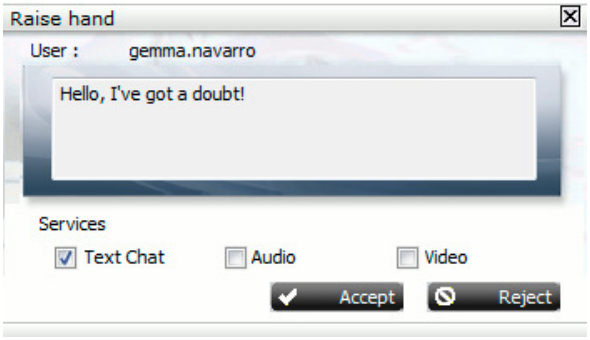
Hand raise management

The moderator does not have a hand raise button available as this functionality is designed for the rest of attendees to catch the moderator's attention to obtain authorization to participate in the session. The reason for this button is that in some cases, like in sessions managed by the moderator, the moderator may have deactivated participants' services, such as the video, the voice or even the chat, thus removing their ability to participate in the session unless a previous request has been made to the moderator.

Therefore what the moderator does have is the ability to attend to the requests to speak, and accept or not such requests.

Then when a user selects the hand raise option, the action is shown by the icon that appears in the line associated with that user, as shown below:

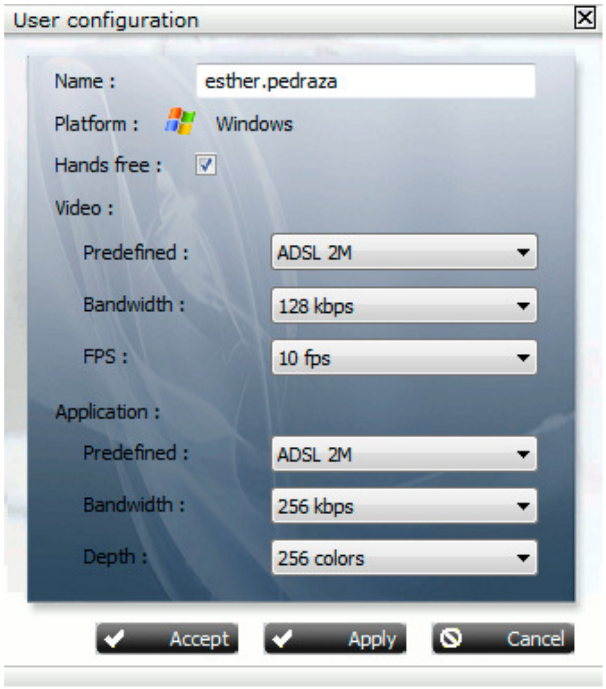
When the moderator clicks on the icon , a window pops up with the comment written before by the participant, which the moderator may use to decide whether or not he/she accepts or rejects the request.



If a request is accepted, as shown in the above image, the moderator can determine which communication services will be automatically activated for this user on acceptance.

User configuration

When clicking on any of the icons , the moderator will access the "User configuration" window associated with the corresponding user.



This window is similar to the one explained in the section on "*General Configuration*" and is designed to allow the moderator to define a different configuration for one or several individual users. The main differences when configuring at user level instead of general level are the following:

- The user's name will be editable.
- The option "*Activate Services*" is not available at individual user level.
- The "*Hands free*" configuration for the user can be changed.
- A different quality of "*Video*" and "*Applications*" for the user can be defined.

Remote monitoring of users' connection quality

The moderator has an indicator that changes colour in order to monitor the connection quality to Spontania for each participant. This indicator has 2 main colours:

Good connection quality. The user is receiving video according to the configured video quality.

Low connection quality. The user is receiving video with lower quality than the one set up for the session.

This indicator can be useful as a warning that a participant may be having inadequate network performance, going through a temporary situation of low network connectivity, or that the participant's computer has insufficient processing resources. In this case, the experience of the participant during that time may not be optimal as he/she does not perceive the video images and other services with optimum quality.

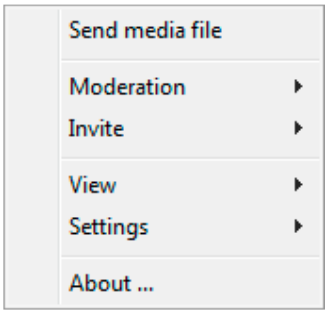
Note: user devices like iPhones and iPads work with low connection quality all the time due to the difference in processing capacity compared to PCs.

User Disconnection

The moderator control panel offers a specific column (the last one) to disconnect a user by clicking on the icon of his/her row, as if it were a different communication or collaboration service.

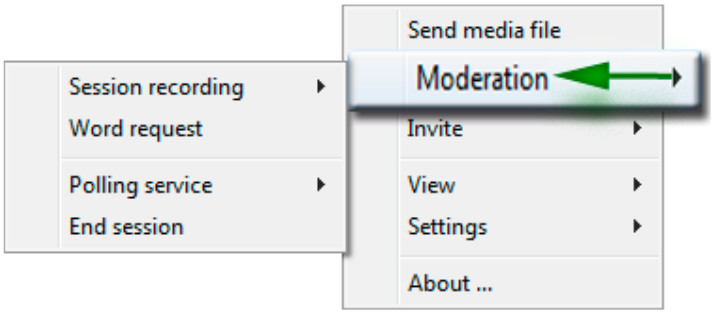
Additional options

In addition to the options the moderator has as a normal user, there are some other advanced functionalities in the menu of additional options , in particular the sub menus "*Moderation*", "*Invite*" and "*View*".



a) *"Moderation"*

From this submenu, the moderator can carry out several actions, as shown in the image:



- ***"Session recording"***: activates the recording of the session, which will be stored locally on the moderator's computer, in the directory and file the moderator selects. It also allows the moderator to stop an ongoing recording.

  There are 2 possible formats to perform a recording:

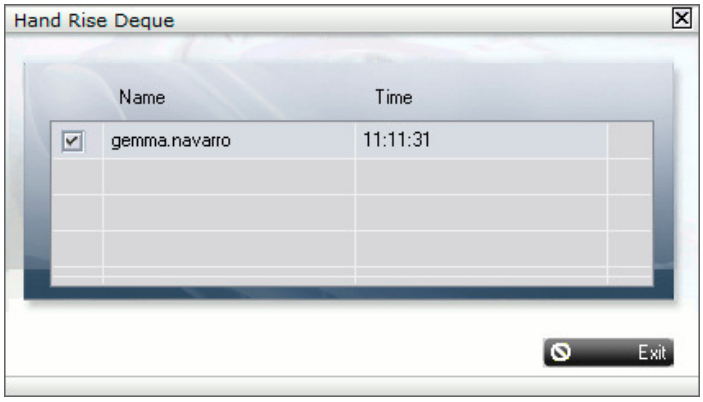
  - "*WCONF*" (Spontania propietary format) records the whole session, all the communication and collaboration held during the session. The Spontania application itself is the player for this format; this enables users to view the recording more interactively (changing views…) and even being able to receive a file sent by a participant by means of the file transfer service.

- "*WMV*" (Windows Media Video format, only available if the moderator is connected from a Windows computer). This permits the recording of the session in a more standard format so that later it can be played back using common multimedia applications. This format is used to record video conference sessions, without collaboration. The application sharing may be registered, although the quality of it in the recording would not be optimal, as it is a format aimed at recording video and audio, not shared data.

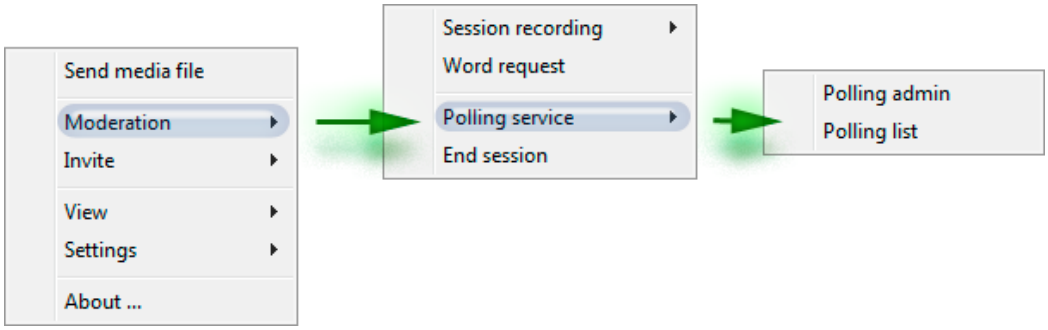
When the recording function is in progress, a pilot appears on the participants' user interface informing them that the session is being recorded.

If this indicator appears without the moderator having activated any of the local recording formats, this means that the recording of the session and its automatic storing in the server platform has been set up at administration level (only available in advanced Spontania versions).

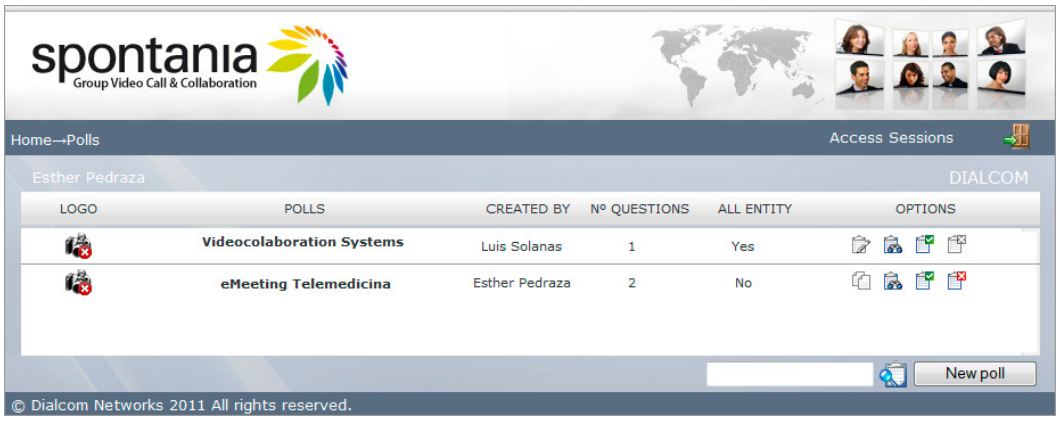
- "***Word request***": This is an advanced moderator option to manage the turns to speak efficiently when the number of pending requests is high. The pop up window provides the moderator with the list of attendees who have requested permission to speak and are awaiting an answer, as well as the exact time when the requests were made and the order in the queue.



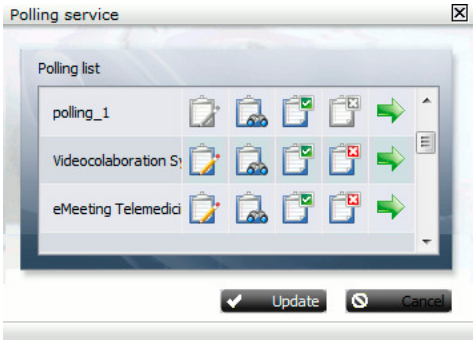
- "***Polling service***": within a session it is possible for the moderator to introduce one or several polls to gauge or assess the participants' opinions or responses to certain topics. The moderator is the person who manages, administers and publishes these polls. All these actions are possible from the sub-menu "*Polling service*", which offers two options:



- **"***Polling admin*": This option leads the moderator to the web environment for the administration of polls; there the moderator can create, edit, view, see results and delete polls.



- **"***Polling list"*: this option offers the moderator similar options to those explained above but from a previous list of available polls in real time, and allows the moderator to send the polls to the selected attendees.



The poll management icons have the following meanings:

- Edit Poll
- Edit Poll not allowed (usually because the poll was created by another user)

View Poll

View Poll results

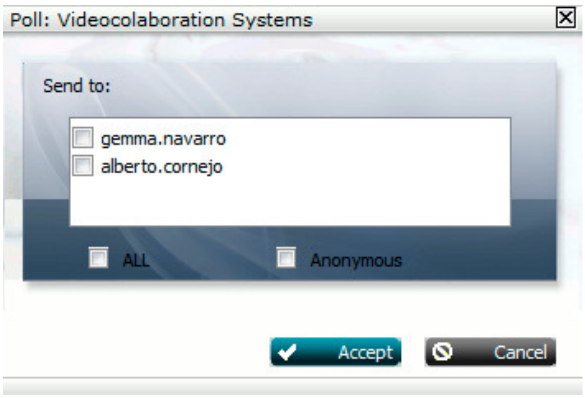
Delete Poll

Delete Poll not allowed (usually because the poll was created by another user)

Send Poll to participants

More specific details about the creation, edition, visualization of polls and their results, and deleting of polls are given in Annex 1 at the end of this manual.

Once the moderator selects which poll the attendees will be requested to answer, the moderator must click on the icon and will then be asked for the last parameters:



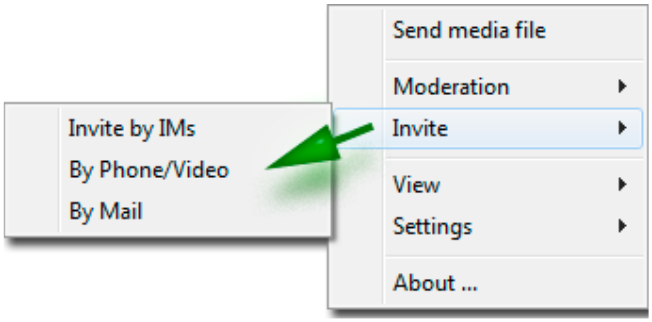
In this final window the moderator can decide which users will receive the poll, or whether he/she wants to send it to "*ALL*" the attendees to the session. The moderator can also set the answers to be anonymous by selecting the option "*Anonymous*"; otherwise the answers will be received with the name of the participant answering the poll.

Note: the "*Polling service*" functionality is only available for those moderator users who have acquired the role after being authenticated as moderators. If the moderation function has been received from another moderator, i.e., when the user does not have an account registered at administration level that entitles him/her to be a moderator, this functionality will not be available.

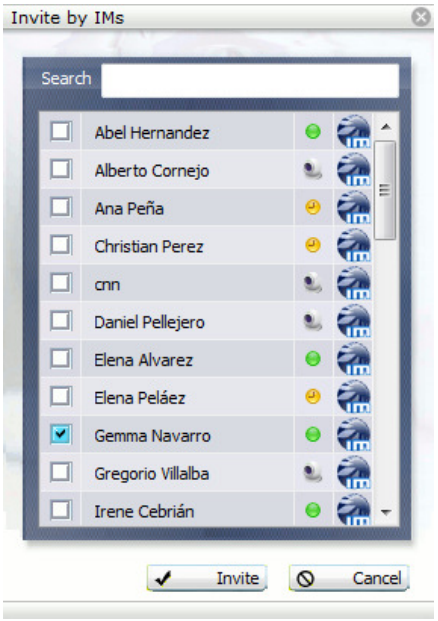
- *"End session"*: expels all users from the session except for the moderator. The moderator can exit the session by the usual procedure after checking that all the participants have (been) disconnected.

b) *"Invite users"*

The moderator is entitled to invite more participants to the ongoing Spontania session. For that purpose the moderator has several procedures, some of which may not be available depending on the Spontania solution acquired:

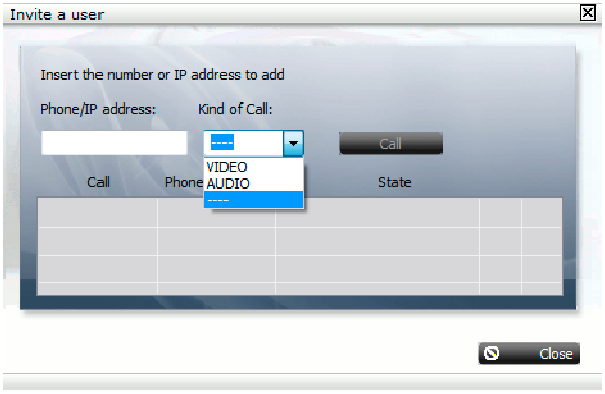


- *"Invite by IMs"*: allows the moderator to invite instantly those work colleagues the moderator can see in his/her local messaging and presence application of Spontania.



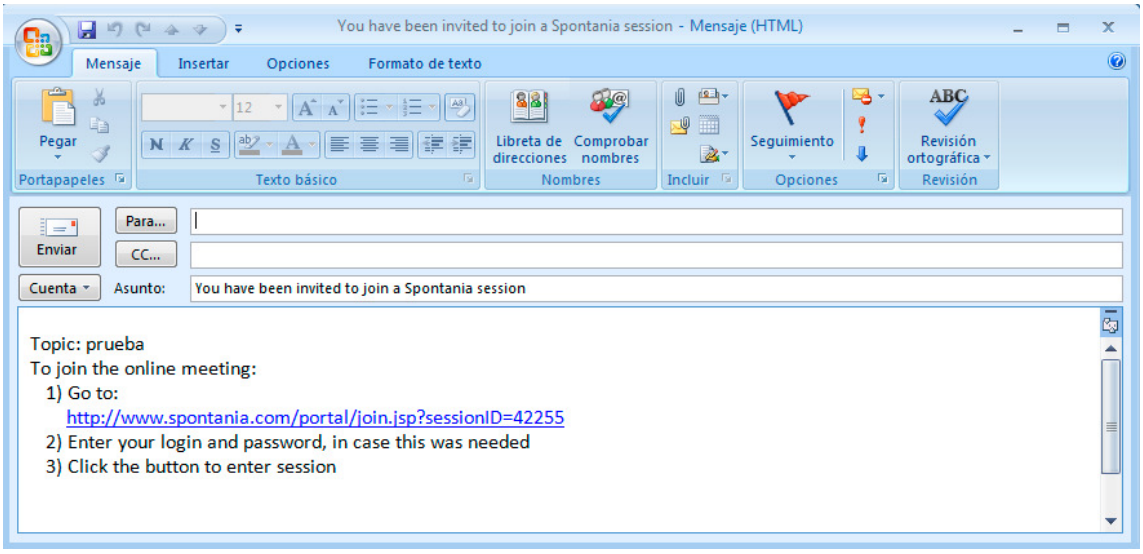
In order to use this functionality the moderator must have the Instant Messaging and Presence application of Spontania activated.

- *"By Phone"* (note: only available for Spontania advanced solutions): allows phone calls to be made to national or international landline or mobile numbers, so that the calling user can access the session through his/her telephone. Depending on the telephone being used, the invited users will be able to connect to the session via a normal telephone connection (PSTN or GSM) or by 3G videocall.



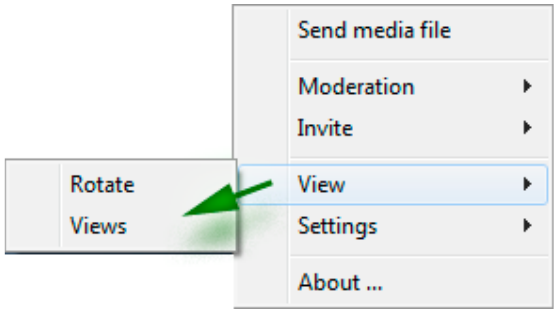
This functionality may not be available in the session because it requires the advanced functionality of telephone access in Spontania to have been activated at administration level; also Spontania must have been integrated with a call centre, IP PBX or telephony gateway.

- *"By mail"*: permits the generation of an email template with the connection data to join a Spontania session that the moderator can send to those people he/she wants to invite to the session, by including their email addresses in the field "To" of the email. The subject and the body of the message can also be edited if the moderator so desires.

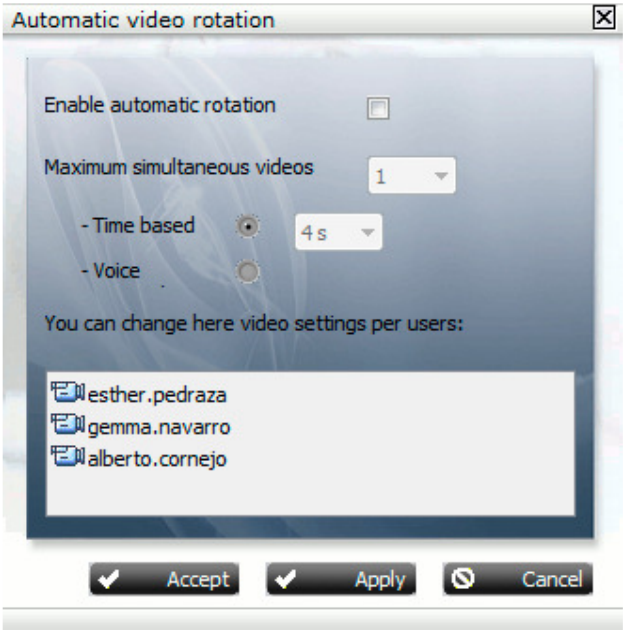


c) *"View"*

This option in the menu of advanced options adds some additional utilities described below:



- "***Rotate***": allows the moderator to activate the Spontania automatic rotation of videos, which can be very useful when there are a large number of people connected (i.e., more than 10 users with video simultaneously).



In the window the following options are offered:

- "*Enable automatic rotation*": allows the moderator to activate or deactivate this functionality.
- "*Maximum simultaneous videos*": maximum number of video images that can be shown on the user interface simultaneously once automatic video rotation is activated.
- "*Time based*": modality of rotation according to which, firstly, the video of one of the participants is activated every certain number of seconds (to select in this window) until reaching the value "*Maximum videos in session*"; and secondly, depending on the seconds established, the video of one participant is deactivated and the video of another one is activated, always without exceeding the defined value "*Maximum simultaneous videos*". The activation and deactivation of videos takes place orderly according to the list of connected participants.

- "*Voice*": modality of rotation in which the video of those participants who are sending audio to the session is activated and the video of those who have stopped sending audio is deactivated. In both cases there is a small time lapse before Spontania activates or deactivates the video once the user begins or finishes speaking. The "*Maximum simultaneous videos*" cannot be exceeded regardless of the number of people speaking.
- "*You can change here video settings per users"*: this allows the moderator to define the settings that will be assigned by default to each user concerning the rotation. There are 3 possibilities (they can be viewed by placing the cursor on any participant and clicking on the left button of the mouse):
  → "*Auto"*: value by default. The user does not have any special settings concerning rotation.
  → "*Always on*": that user's video will remain active all the time during the rotation of videos.
  → "*Always off"*: the participant's video will remain inactive all the time during the rotation of videos.

- *"Views"*: in addition to all the differente modalities of viewing that can be selected with this option, the moderador also has the possibility of setting up the view for all the participants during the session (signalled with a green arrow in the following image):

From the moment this option is activated, the participants will have the same layout of videos and collaboration resources on their screen that the moderator has on his/her own screen. In fact, the buttons previously described to interact with the views will become inoperative for all the users but the moderator (except for the full screen mode button).

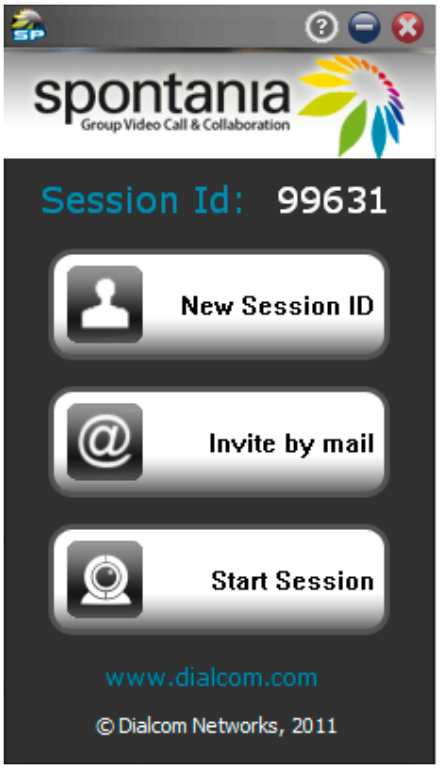
Launcher

Note: This functionality is not available in all Spontania versions.

The users who have an account created at administration level that enables them to act as moderators will notice that, after completing the first connection to Spontania as moderators from

the web portal (not from the Instant Messaging), a direct access to Spontania has appeared on their desktop. This is the so-called "*Spontania Launcher*".

The Launcher is opened by double-clicking on the direct access:



As shown in the image, this launcher offers 3 main buttons:

- "*New SessionID*":

Chapter 2 of this guide regarding "*Connection Process*" explained that each Spontania session has an associated code number called SessionID (session identifier). Thanks to "*New SessionID*" button of the launcher, the moderator will be able to generate a new SessionID code, thus invalidating the previous code. This action ensures that any participants that may have previously connected to that Spontania virtual session will not be able to enter the session again unless they receive the new code/link.

After using this button, the moderator will notice that the "*SessionID*" value shown in the Launcher has automatically changed. Likewise, the button will remain disabled until the moderator uses the new code to access the session.

- "*Invite by mail*":

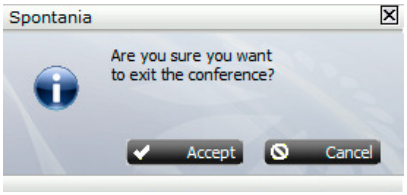
  This option allows the moderator to generate an email template with the connection details to access the Spontania session identified by the new "*SessionID*" (viewed in the Launcher), without having to enter the session and use the similar option "*Invite*" from the menu of additional options.

- "*Start Session*":

  By clicking on this button, the user connects to the session identified by "*SessionID*" as a moderator, without having to enter through the Spontania web portal.

7 End the session

To finish the session the user simply has to click on the icon located at the top right of the application, where the rest of the window controls are available.



In some Spontania versions, once the user leaves the session, a web page is displayed showing a summary report of the benefits obtained by using Spontania:

USER	CITY	COUNTRY	SAVED EXPENSES	CO2 REDUCTION	SAVED TIME
10197:73911200	Yunclillos	Spain	Meeting point	Meeting point	Meeting point
correios_bsb	-	Brazil	1,943 €	1.23 Ton. CO_2	20 H 4 m
miguelangel.bonilla	Brasilia	Brazil	2,406 €	1.54 Ton. CO_2	24 H 21 m
Miguel	Madrid	Spain	31 €	0.02 Ton. CO_2	1 H 9 m
ana.pena	Saragossa	Spain	241 €	0.1 Ton. CO_2	7 H 5 m

This report shows the following information:

- Approximated geographic location of each attendee who joined the Spontania session. This location is approximate as it is based on the user's IP address, not on his/her position obtained by more precise systems, like GPS.
- Global benefits obtained with the Spontania session (approximate figures) according to 3 criteria:
  - "*Saved expenses*": how much it would have cost to gather all the participants in the same place.
  - "*CO2 reduction*": CO_2 emissions to the atmosphere avoided by using Spontania.
  - "*Saved time*": the time it would have taken to gather all the participants in the same place.
- Breakdown of the benefits obtained by each participant: the same parameters as before but shown for each participant individually. Approximate figures only.

8 Corporate Instant Messaging

Dialcom's Spontania solution also includes an Instant Messaging and Presence service for use by the company employees.

It is not necessary to have this component installed in the computer to be able to join a Spontania session. However, it is a simple and user-friendly application that adds communication and collaboration functionalities in real time to those already mentioned of Spontania.

Among the additional functionalities that the Instant Messaging component provides the user with are the following:

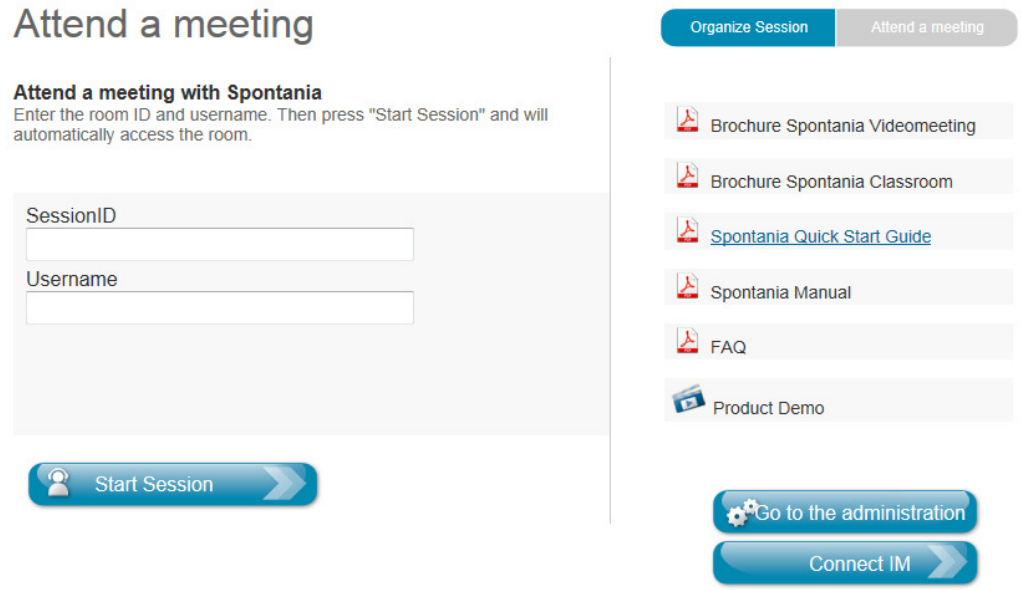
- Maintain live text conversations with other people connected to the application.
- Know the current availability of the user's contacts.
- Start Spontania video collaboration sessions in a fast and simple way.
- Transfer files bidirectionally.

Installation

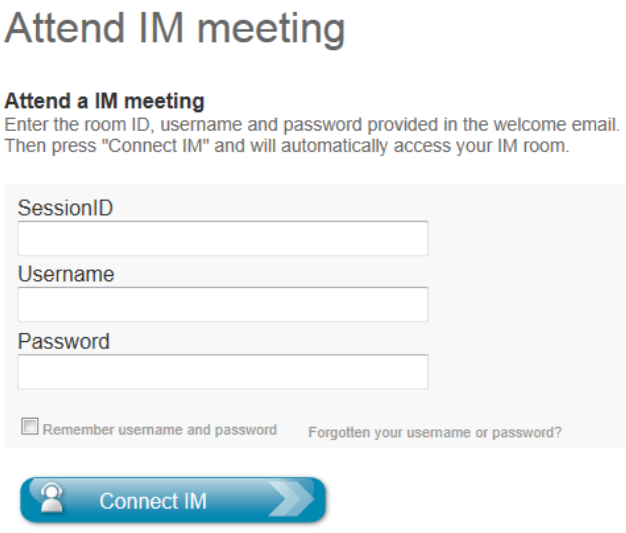
Like the role of moderator, the Instant Messaging (sometimes referred to with the acronym "*IM*") is a functionality which requires specific settings at administration level, in the sense that there must be IM user accounts already created at that level so that the users can complete the installation successfully.

The installation steps are as follows:

1) Connect to Spontania main URL and click on the section "*Access portal*", which is at the top right of the web page.

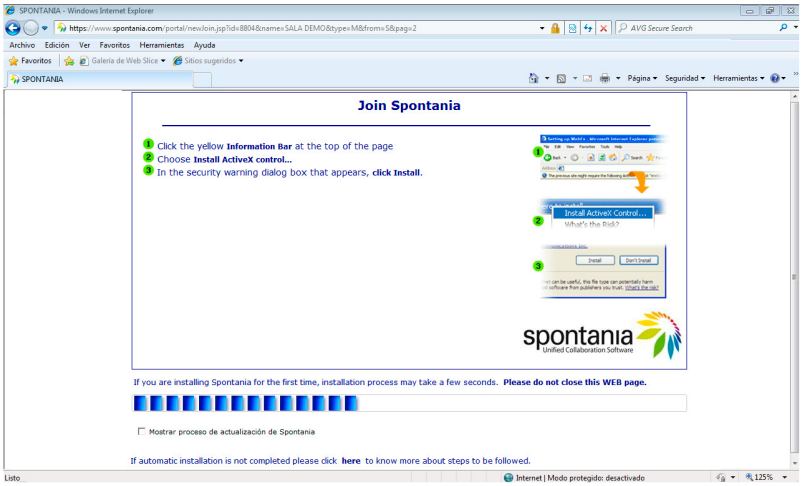


2) In the new page, the user must introduce the ID of one of the sessions belonging to the entity, along with the login and password corresponding to the account that should have been received from the administrator.

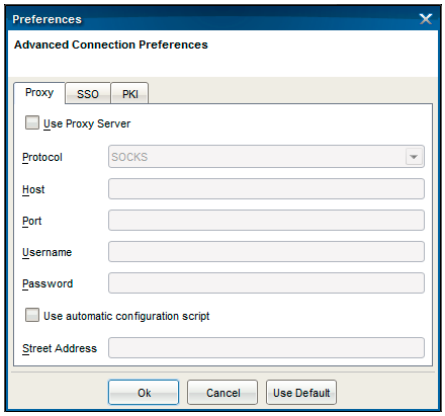

Attend IM meeting
Attend a IM meeting
Enter the room ID, username and password provided in the welcome email.
Then press "Connect IM" and will automatically access your IM room.
SessionID
Username
Password
Remember username and password
Forgotten your username or password?
Connect IM

3) Select the option "*Connect IM*".

4) Wait a few seconds while the new web page downloads and installs the Instant Messaging software (this page and the automatic installation procedure will depend on the browser used).

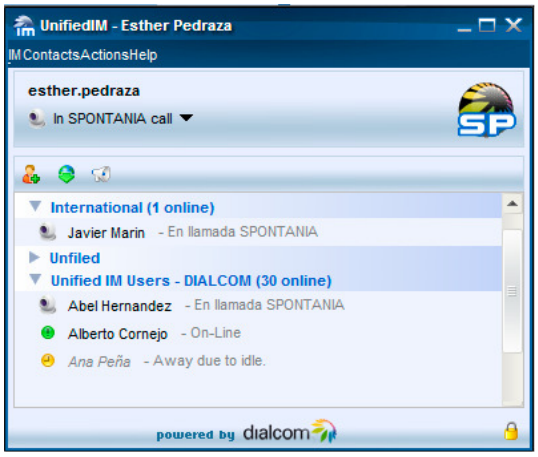

Join Spontania
Click the yellow Information Bar at the top of the page
Choose Install ActiveX control...
In the security warning dialog box that appears, click Install.
spontania
Unified Collaboration Software
If you are installing Spontania for the first time, installation process may take a few seconds. Please do not close this WEB page.
Mostrar proceso de actualización de Spontania
If automatic installation is not completed please click here to know more about steps to be followed.

5) The Instant Messaging application starts from the authentication window so the user can type the authenticaton data received from the administrator (this step may be carried out automatically).



When the user connects to the Internet from a network connection controlled by a proxy, the user must click on the button "*Advanced*" and fill in the information requested in the proxy tab to complete the connection.

Once the authentication data and the proxy fields (if required) have been filled in correctly, clicking on the button "*Connect*" will validate the connection and, after a few seconds, the user will be able to view the main window of the messaging application, thus completing the installation process.



For future connections to the IM application, the user only has to click on the direct access on the desktop. From the option "*Preferences*" of the application, the user can also configure the application so that it starts up automatically when the computer boots.

User interface

The user interface of Spontania Instant Messaging and Presence application is divided into several parts, which are described in this sub-paragraph.

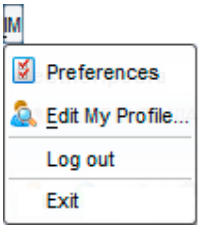
1st. **Window Controls**

This zone shows the IM name with which the user has connected to the application. Likewise, the window controls allow the user to carry out the normal actions of minimizing, maximizing and closing the application window.

2nd. **Tool bar**

The tool bar classifies the functionalities available for Instant Messaging in several menus.

a) "IM" Menu



- "*Preferences*": presents a wide range of configuration and customization options gathered in different categories. These categories are the following:

Chat General settings for the chat: spell check, chat history…

Group Chat Settings for groups of chat.

Login Application access settings. This is the category where the user can establish the automatic start-up of Instant Messaging when the computer is turned on.

File Transfer Preferences for file transfer.

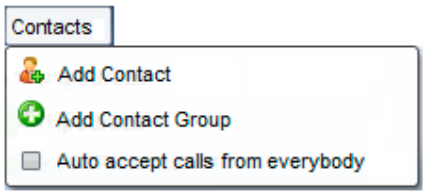
Sounds Selection of sounds heard to notify users about certain events or the reception of messages.

Appearance Customizing the application's graphic resources (emoticons, text, avatar…).

Notifications Configuration of the application's behaviour in response to certain events.

- "*Edit my profile*": allows the user's personal information shown to the other IM contacts to be configured.
- "*End session"*: closes the ongoing Instant Messaging session and takes the user back to the IM authentication window.
- "*Exit"*: closes both the ongoing Instant Messaging session and the application.

b) <u>"*Contacts*" Menu</u>

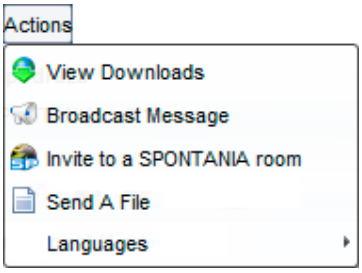


- *"Add contact"*: allows the user to add more people to his/her IM contact list. (Note: this functionality may not be available depending on the IM configuration established at administration level).

- "*Add contact group"*: creates a new group to classify the contact list.

- "*Auto accept calls from everybody"*: authorizes the automatic connection of the user's computer to a Spontania session upon receiving an invitation generated from the IM by any contact.

c) *"Actions"* Menu



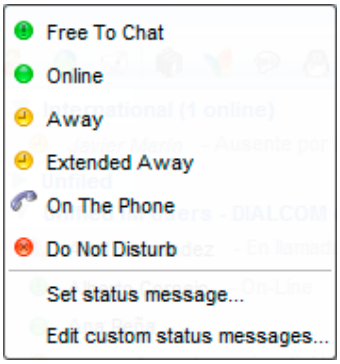
- *"View Downloads"*: opens the directory that has been set to store the files the user receives via Instant Messaging.
- *"Broadcast Message"*: allows the unidirectional broadcast of a message to all the contacts or to a selected group of them. These contacts will see the message as soon as they are connected.
- *"Invite to a SPONTANIA room"*: lets the user start a Spontania session with the selected contacts.
- *"Send a file"*: transfers the file to the selected contacts.
- *"Languages"*: changes the language of the application interface.

d) *"Help"* Menu

- *"User Guide"*: opens the electronic guide of the Instant Messaging application.
- *"About"*: shows the general information about the version of Spontania Instant Messaging.

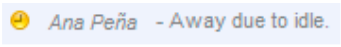
3rd. **Status Bar**

On the Status Bar the user can easily modify the presence information the other contacts have about that user. The user only has to click on the icon and select the new status he/she wants to have. The following are the possible status:

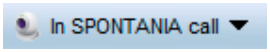


When a new status is selected, the change is applied graphically to both the Status Bar and the application icon in the system tray.

Likewise, the rest of the contacts connected to the Instant Messaging application will know the user presence status by viewing the icon associated with that user as well as the message that accompanies the contact's name.



Additionally there is another presence status:



This status is automatically activated by the application itself when the user is connected to a Spontania session. The status can not be changed manually by the user while the Spontania session is going on, but only when the user has disconnected from the session.

Also the user will be able to generate additional status to those existing by default. This is the purpose of the last 2 options of the status menu:

- "*Set status message…"*: allows the user to create a customized status associated with any of the main default status.

- "*Edit custom status messages… "*: the user can select which status to activate in the presence application.

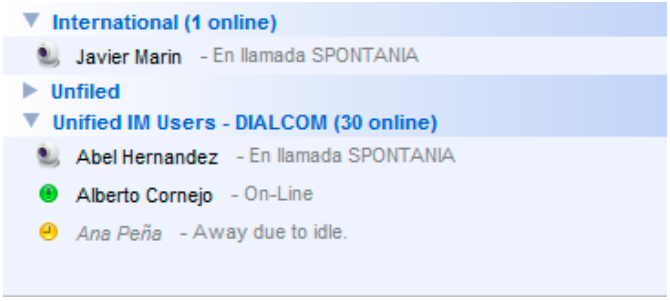
Finally, a large Spontania button appears on the right of the Status Bar.

By clicking on this button, the Instant Messaging user starts the connection procedure to a new empty Spontania session, as was explained in section 2 of this user guide.

4th. **Shortcuts Bar**

The Shortcuts Bar includes several icons for some previously explained utilities, without having to look for them in the corresponding menu. The utilities available in this bar are "add contacts", "*view downloads*" and "*broadcast message*".

5th. **Main Panel**


International (1 online)
Javier Marin - En llamada SPONTANIA
Unfiled
Unified IM Users - DIALCOM (30 online)
Abel Hernandez - En llamada SPONTANIA
Alberto Cornejo - On-Line
Ana Peña - Away due to idle.

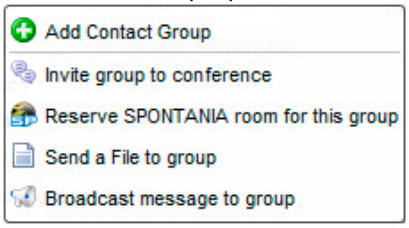
All the contacts are listed in the Main Panel distributed in groups according to the user's classification.

The information shown about each group is the following:
- Whether the list of contacts in the group is dropped down (▼) or not (▶).
- The name of the group.
- The number of contacts in the group that are currently connected ("on line").

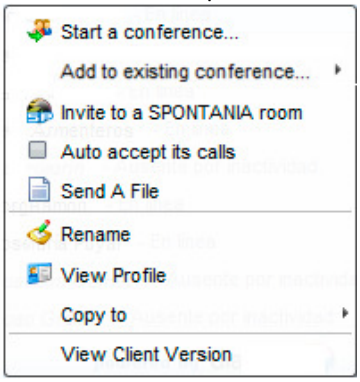
The information shown about each contact is as follows:
- the presence status icon
- the user name
- the text associated with the presence status.

Clicking on the Main Panel with the right mouse button shows a different range of options, depending on whether the user has clicked on a group or a contact:

Group Options


Add Contact Group
Invite group to conference
Reserve SPONTANIA room for this group
Send a File to group
Broadcast message to group

Contact Options



Group options:

- "*Add Contact Group"*: creates a new group to organize the list of contacts.
- "*Invite group to conference"*: starts a chat conversation with the contacts in that group.
- "*Reserve SPONTANIA room for this group"*: invites the contacts in this group to a Spontania session.
- "*Send a file to group*": sends a file to the contacts in the group.
- "*Broadcast message to group*": sends a unidirectional message to the contacts in the group.

Contact options:

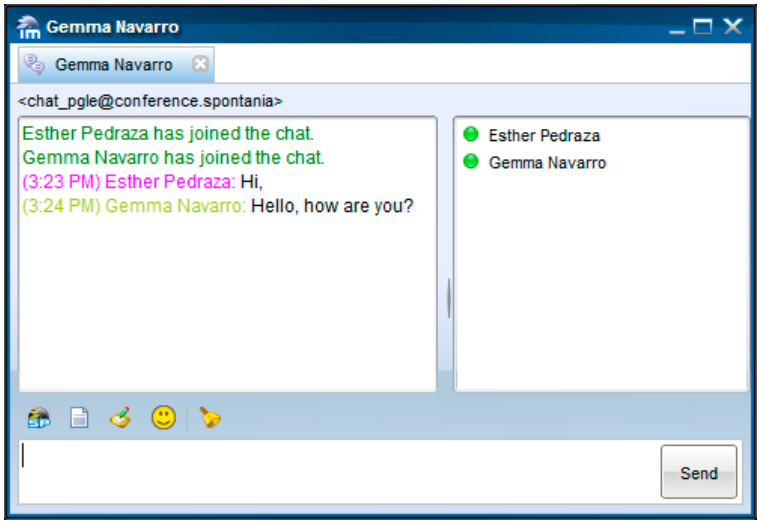
- "*Start a conference"*: starts a chat conversation with the selected contact.
- "*Include in an existing conference…":* adds the selected contact to an ongoing chat conversation with other contact(s).
- "*Invite to a SPONTANIA room*": invites the selected contact to connect to a session.
- "*Auto accept its calls"*: authorizes the automatic connection of the user's computer to a Spontania session when the invitation is sent by the selected IM contact.
- "*Send a file*": sends a file to the selected contact.
- "*Rename*": changes the name with which the user views the contact's name in the Main Panel.
- "*View profile*": lets the user view the personal information of the selected contact.
- "*View Client Version*": enables the user to view the general details of a selected contact's IM application.

In the Main Panel, apart from the connected contacts, it is also possible to view at the end of the list the contacts that are not connected, signalled with the icon in their presence information.

Chat Conversation

One of the main utilities of the Spontania IM application is the option to maintain text conversations with one or several contacts at a time.

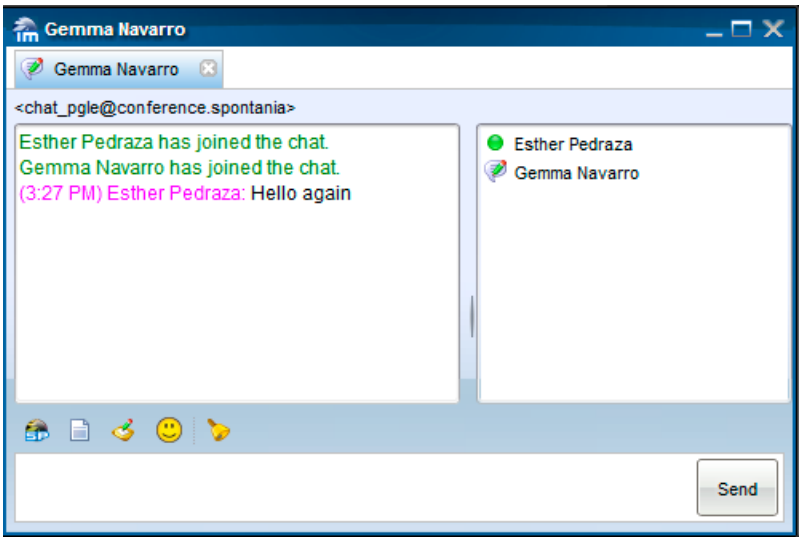
The most common way to start chatting with a contact is double-clicking with the mouse on that contact. A new window will automatically open, as shown below (this can also be initiated by using the option "*Start a conference*" in the Main Panel).



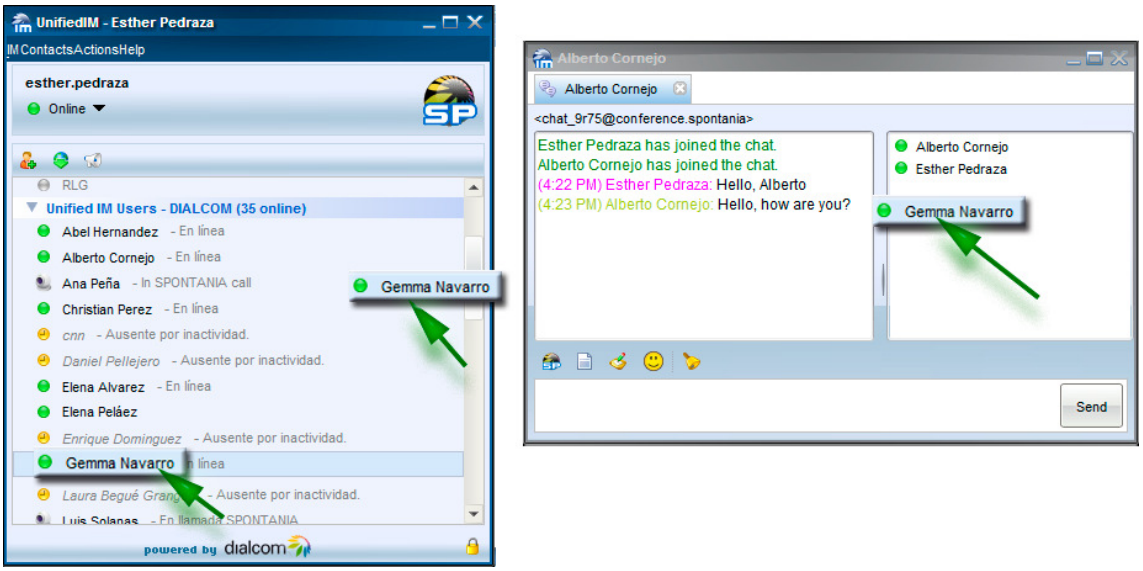
The window is divided into several parts:

- A label on the top indicating which contacts are maintaining the conversation.
- A text area on the centre left, where the text messages exchanged during the conversation are listed, as well as notifications about any contacts joining in or leaving the chat.
- An area on the centre right where the contacts currently included in the chat conversation and their presence status are shown.
- A bar with several icons to activate some functionalities available for the application (further detailed in subsequent paragraphs).
- A text area at the bottom to type new messages.

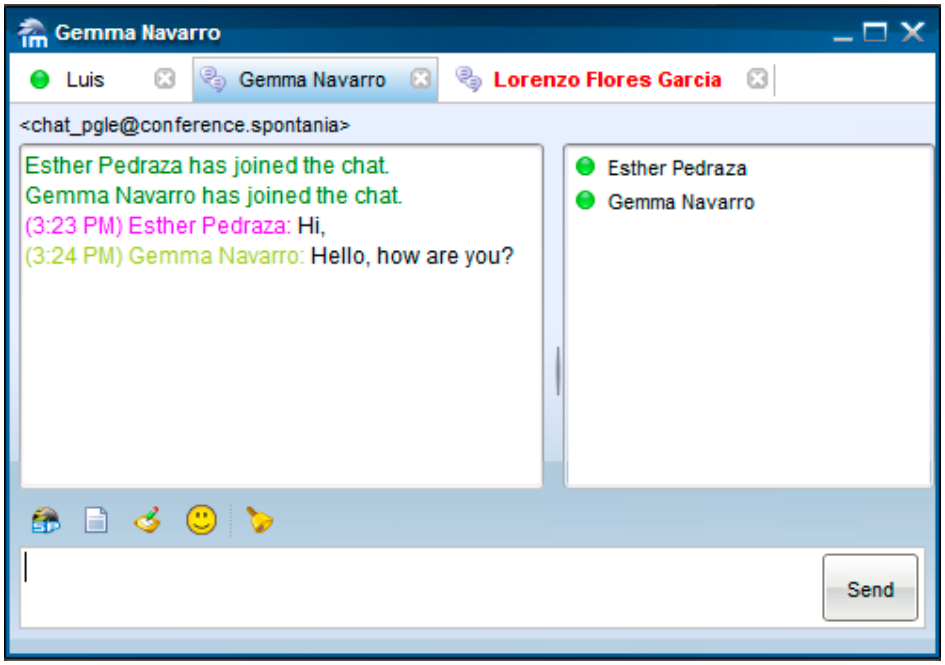
When any of the contacts is writing a message within an open chat conversation window with the user, the presence icon associated with this contact, both in the application main window and the conversation window, will change temporarily to:



The most frequent way to add new users to an existing chat conversation is by dragging the new contact from the IM main window to the list of contacts already included in the chat window, as shown in the following image (this can also be done by using the function "*Include in an existing conference*…" in the main window, or by clicking with the right mouse button on the area of contacts included in the chat conversation and then selecting the option "*Invite user*"):



It is possible to maintain several simultaneous chat conversations with different contacts. The user can follow each conversation by clicking on the corresponding tab at the top. The contact name on the label of the corresponding conversation will turn red if there are any unread messages pending.



Finally, these are the buttons available on the horizontal bar at the bottom of the chat conversation window:

Similar to the previously explained function "*Invite to a SPONTANIA room*".

Similar to the previously explained funcion "*Send a file*".

"*Send desktop photo"*: this captures a screenshot of the user's desktop and sends it to the conversation contact by means of an image file transfer.

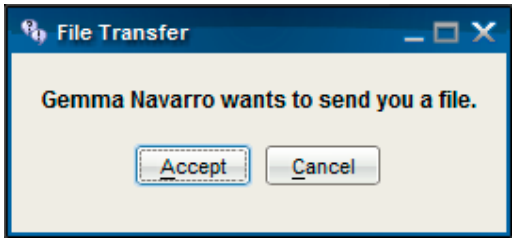
Shows the list of emoticons available to be used in the chat conversation.

Sends a stay alert signal (or "buzz"), which causes a vibration on the chat conversation window of the other party.

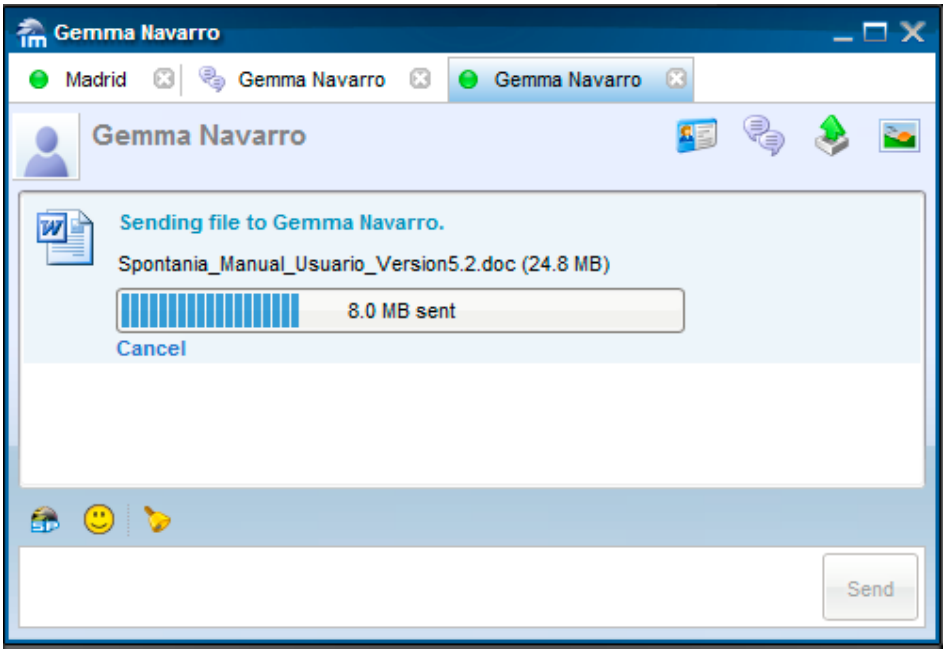
File Transfer

One of the features available in the Spontania Instant Messaging component is the possibility to transfer files. This functionality can be started both from the menu "*Actions*", located in Spontania IM main interface, and from an active chat conference window by clicking on the button . The transfer can be made to one contact or several at the same time.

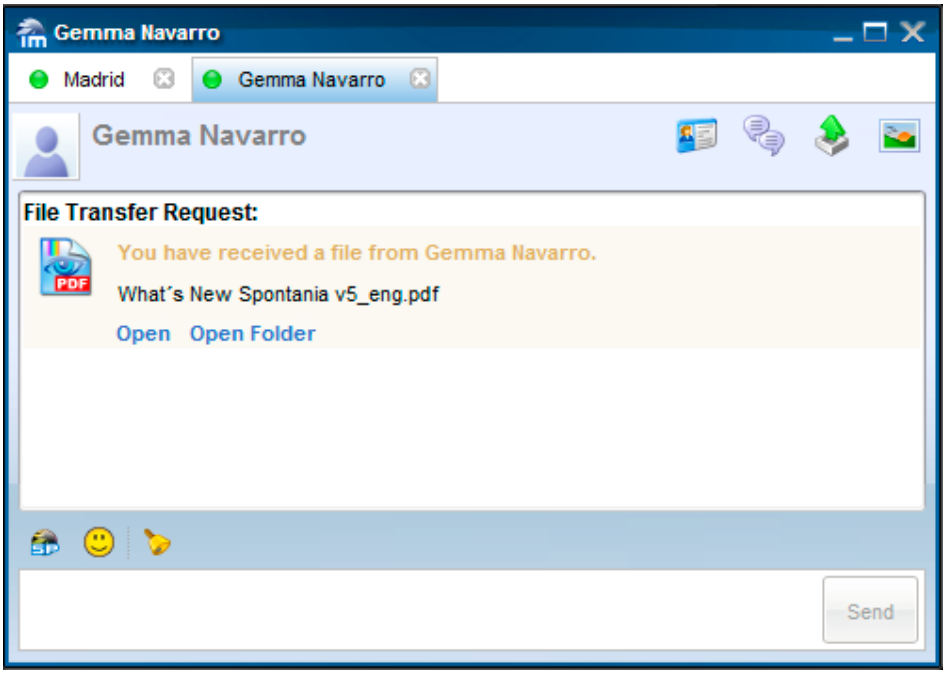
The user starting this functionality is asked to indicate precisely which file he/she wants to transfer. When the user has searched and selected the file, a notification window appears on the recipients' screen to authorize the transfer.



The user sending the file as well as the users receiving it can follow the progress of the transfer in a window similar to the chat conversation one, on whose label appears the name of the user or users receiving or sending the file.



Once the transfer has been completed, the file can be opened directly from that window or from the directory set up to store transferred files.

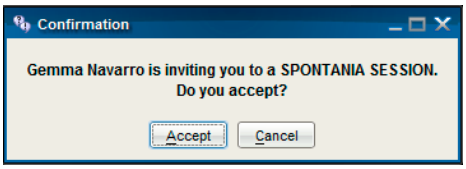


Start Spontania Session

The Spontania Instant Messaging application also offers its users a quick and simple way to join a Spontania session.

Sometimes it may turn out that several users have started a chat conversation but they require a higher level of communication and collaboration in real time than that provided by Instant Messaging.

In those cases, by clicking on the button the contacts participating in the chat conversation will receive an invitation to start a Spontania video collaboration session.



The users who accept the invitation will be able to view each other, talk and collaborate within a Spontania on-line video collaboration space.

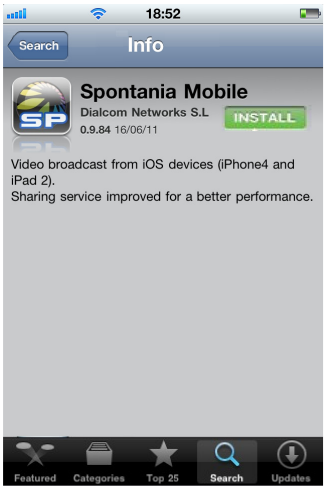
The Spontania session will work exactly the same as explained in previous paragraphs of this guide.

9 Mobile Devices

The Spontania application can be used not only in desktop and laptop computers, but also in mobile devices. The following sub-paragraphs explain how to use the application from iPhone smartphones or iPad tablets.

Installation

The installation is similar to any other application for iPhone or iPad; that is, first the user must find the application in the Apple Store and then click on the option "*Install*". The name of the application is "*Spontania Mobile*".



The installation process will take a few seconds. After that the user will find the icon of the application within the window of applications on his/her terminal.

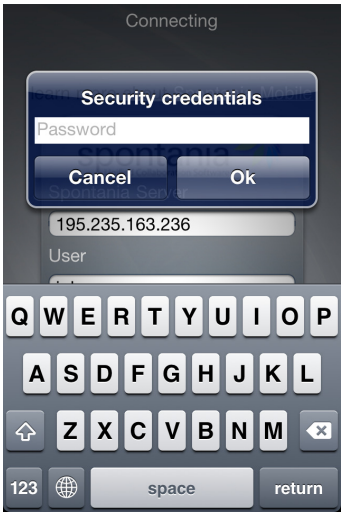
Connection Process

Before connecting to a Spontania session, the user should have been informed about the specific connection parameters regarding the Spontania session he/she is going to connect to. These parameters will be requested when starting the Spontania application from the iPhone or iPad.

The connection parameters are the following:

- "*Server*": DNS name or IP address of the Spontania platform where the session will take place.
- "*User*": name or "nick" the user wants to use during the session.
- "*Session ID*": is the *sessionID* or numeric code of the Spontania session which the user wants to connect to.

There is an optional fourth parameter, which is the access password. It will only be requested in those sessions configured at administration level so that the users have to introduce a password to validate their access (session password or user password).



If the connection parameters have not been received, the user must consult with the manager of the session.

If the user has already received the connection information in the format of a web link like the following one: http://<SERVER_NAME>/portal/join.jsp?sessionID=<SESSION_NUMBER>, instead of in the format of separate parameters, the user can obtain the values of the parameters "*Server*" and "*Session ID*" extracting the fields <SERVER_NAME> and <SESSION_NUMBER> from the URL. The user can also connect from the iPhone or iPad browser by clicking directly on the link.

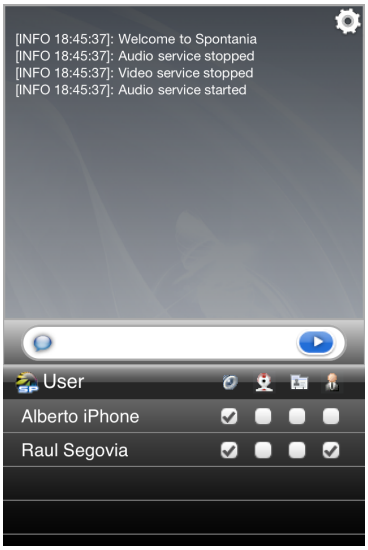
User Interface

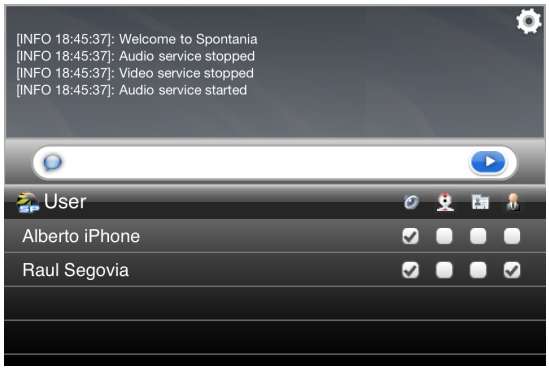
Once the user has joined the session, the Spontania Mobile application is divided into two main user interfaces described in the sub-paragraph. It is possible to go from one interface to the other either by dragging the window from right to left, or vice versa, on the touch screen of the iPhone or iPad.

1st interface: Control Panel

As can be deduced by the name, this user interface is the equivalent of the Control Panel in the Spontania application for Windows or Mac systems.

The Control Panel layout both in horizontal and vertical position is the following:

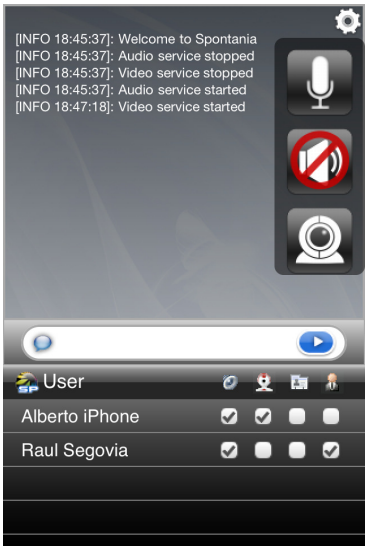




This consists of several areas:

- The upper area is where the chat messages exchanged privately or publicly during the session can be viewed, as well as the notifications related to general events in the session (activation and deactivation of services, etc.).

  The button to set up local services is at the top right of this area. With this button the user can activate or deactivate the video emission and the audio emission/reception in the device during the session.



- A central bar to write text messages to the participants (only public messages, as it is not possible to send private messages from an iPhone or iPad).

- Finally, the lower part shows the list of participants connected to the session. Likewise, it gives information about the status of the communication and collaboration services and who has the role of moderator.

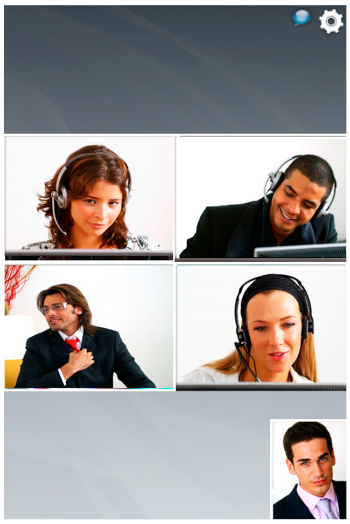
2nd interface: Work Area

This is the equivalent of the Main Area for Spontania Windows and Mac application (see section 4 of this guide).

The Work Area offers two viewing formats:

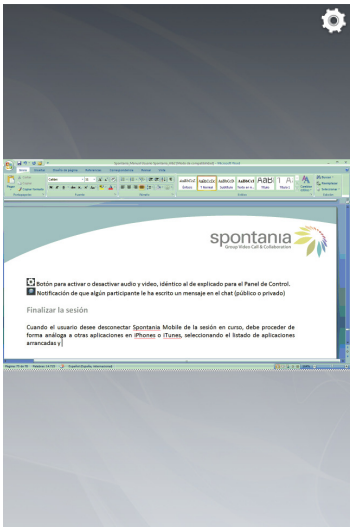
a) "*Video conference*" view: format used while the application sharing service has not been initiated. Up to 4 videos of participants whose video service is active can be viewed in this format, as well as the local video transmitted to the other participants from the iPhone or iPad, visualized in a smaller window at the bottom. (Note: the 4 video images shown are those that have been active longest during the session).

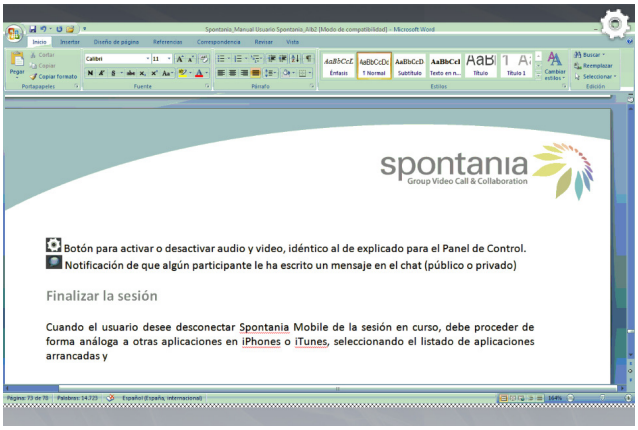
   Note: the video transmission functionality is only available from the iPhone4 and iPad2 models.



The view is automatically adjusted to the horizontal or vertical position of the device.

b) "*Presentation*" view: format used when a participant has started sharing documents, applications or the desktop with the rest of the users connected.




spontania
Group Video Call & Collaboration
Botón para activar o desactivar audio y video, idéntico al de explicado para el Panel de Control.
Notificación de que algún participante le ha escrito un mensaje en el chat (público o privado)
Finalizar la sesión
Cuando el usuario desee desconectar Spontania Mobile de la sesión en curso, debe proceder de forma análoga a otras aplicaciones en iPhones o iTunes, seleccionando el listado de aplicaciones arrancadas y

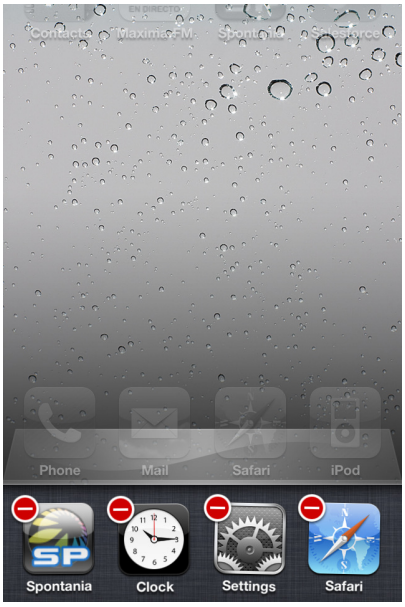
With this format, the viewing of videos is temporarily disabled in the mobile device to concentrate on the view of the shared document, application or desktop. The user can use the zoom utility common in iPhone and iPad terminals to zoom in or out of the image of the shared resource shown on the screen.

In addition, in both viewing modalities there are two more icons on the top right hand side of the screen:

Button to activate and deactivate audio / video, same as the one explained for the Control Panel.
Notification that another participant has written a chat message for the user (public or private).

End session

To exit the ongoing Spontania session, the user must proceed in the same way as when other applications are closed in iPhones or iPads. The user must select the Spontania Mobile application from the list of applications in process.


Phone
Mail
Safari
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Spontania
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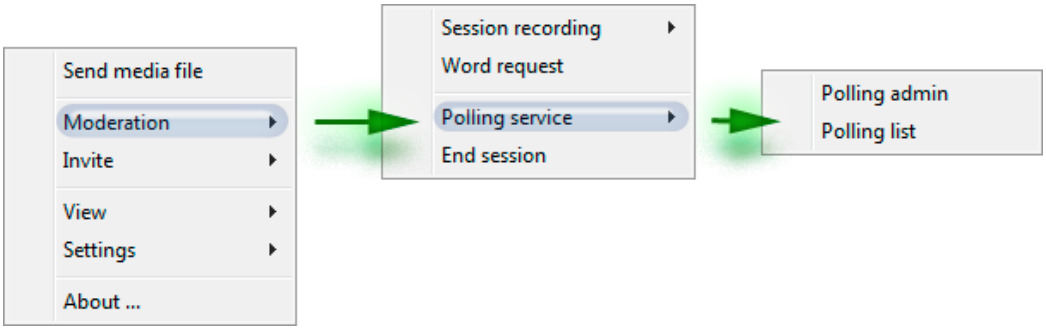
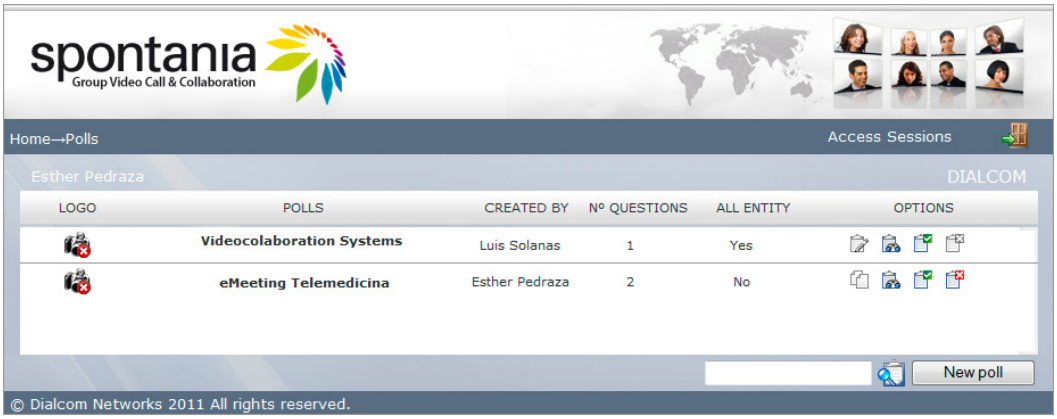
Settings
Safari

Annex 1. Poll Management

Only moderators from a session can access to poll administration by using the sub-menu Polling service.



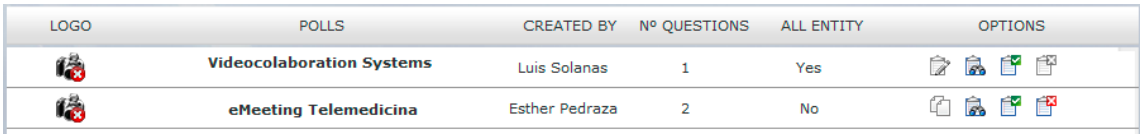
This option leads the moderator to the web environment for the administration of polls; there the moderator can create, edit, view, see results and delete polls.



In the new page shown, clicking on the button "*Access Sessions*", again located at the top right of the page, will send the user back to the Web Portal main page, which contains the list of available sessions to a connected user.

Poll List

The first action the user can carry out in the poll web page is to view the list of all the available polls, as well as the configuration established for each one.



The following information about each poll is provided here:

- "*LOGO*": graphic icon associated with the poll.
- "*POLLS*": identifying name of the poll.
- "*CREATED BY*": user who created the poll.
- "*Nº QUESTIONS*": total number of questions contained in the poll.
- "*ALL ENTITY*": availability of the poll for those authorized to act as moderators at administrative level, or for some specific areas only.
- "*OPTIONS*": gives information about the actions the user can carry out with the poll.

Edit poll (or Copy poll)
View poll
View poll results
Delete poll

The option of editing the poll is only shown if no answers have been received yet. If there are answers, this option is replaced by the option of copying the poll in order to maintain the consistency between the received answers and the questions asked.

The options of edit and cancel poll may appear in a light grey colour, which indicates that no action is possible on the poll, usually because the user is not the creator.

At the bottom of the web page a utility to help find polls is provided. This utility is useful when there are a large number of polls in the list.

This utility finds those polls of which identifying name (i.e., value in the "*POLLS*" field explained above) contains the word or fragment of the word the user writes in the cell. The search starts by clicking on the search icon . When the search is finished, the new page will not only show the list of polls that match the text written but also another button titled "*Start Polls*" to return to the initial page with the list of all polls.

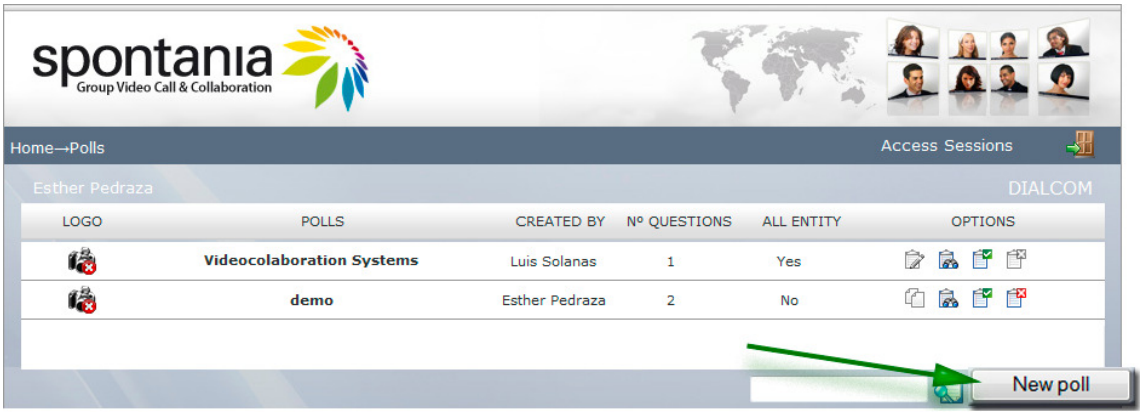
To conclude, the last button included in the poll management page is "*New Poll*", explained below.

Create a Poll

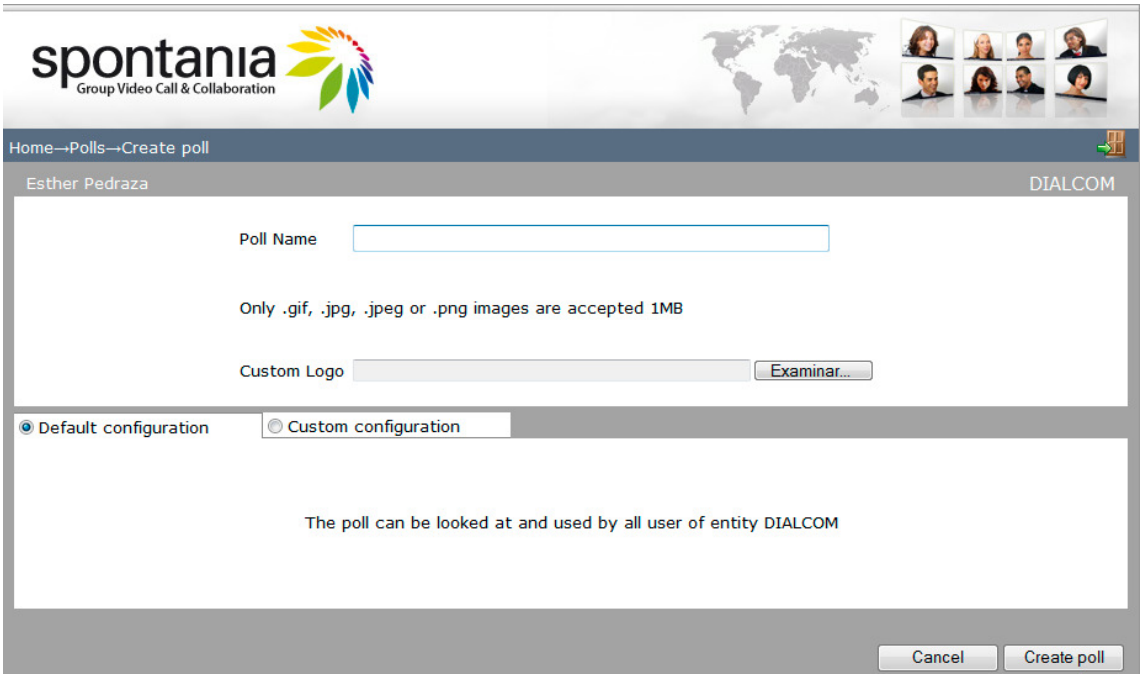
Creating a poll requires two steps:

- Firstly, the creation process of the pool itself, defining the general configuration.
- Secondly, the incorporation of questions that comprise the poll.

For the first step, the user must select the button "*New Poll*" in the poll list page.



By clicking on this button, the user will be presented with a general page for poll creation, which is divided into two parts:

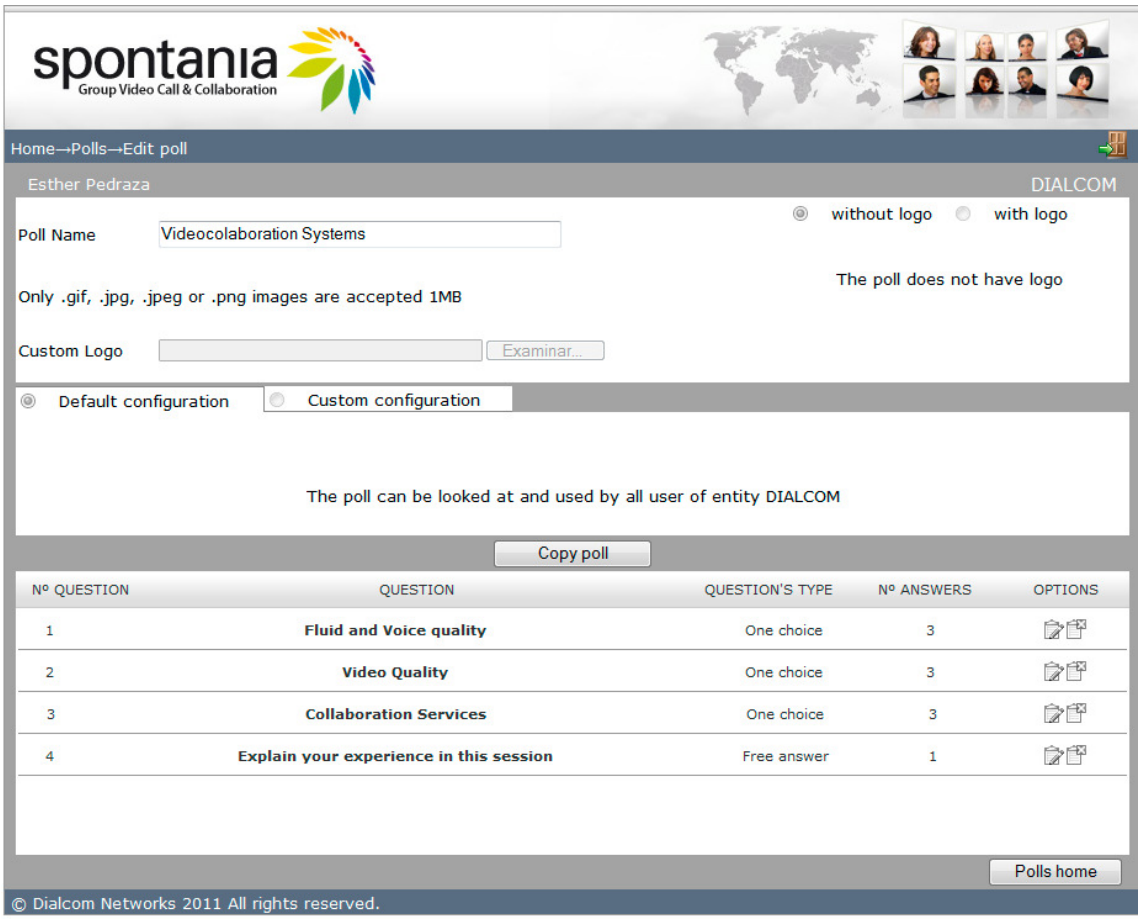


1º. The upper part to establish the poll name and, optionally, a logo or image.
2º. The lower part to restrict the scope in which users can view and use the poll.

Once the general configuration of the poll is complete, the user must click on "*Create Poll*" button. The user will notice that the new poll appears in the list of polls, even though it will have a 0 value in the field "*Nº QUESTIONS*", which corresponds to the following step to be carried out.

To start creating questions (also to edit or delete them once created), the user must select the icon associated with the poll to be edited in the the poll list page.

Clicking on this icon will display the general parameters configured in the first step (that can be edited and saved by clicking on the button "*Modify Poll*") together with a new section at the bottom of the page for adding questions.



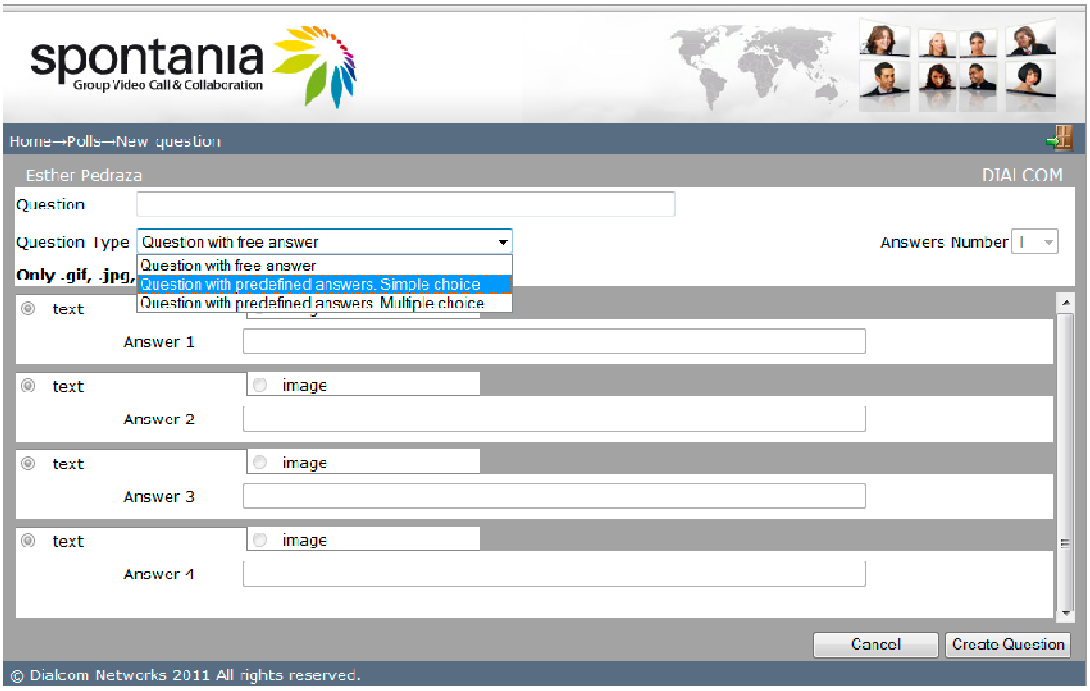
A list of the questions currently included in the poll is displayed in the lower part. The information fields shown for each question are:

- "*Nº QUESTION*": position in which the questions will be presented.
- "*QUESTION*": exact content of the question.
- "*QUESTION'S TYPE*": type established for the question. There are 3 types:
  - "*Free answer*": poll recipients will be able to write their own answers.
  - "*One choice*": the question only admits one answer from a list of options.
  - "*Multiple choice*": the question admits multiple answers from a list of options.
- "*Nº ANSWERS*": number of available options from which a question must be chosen.
- "*OPTIONS*": actions the user can carry out with the question:

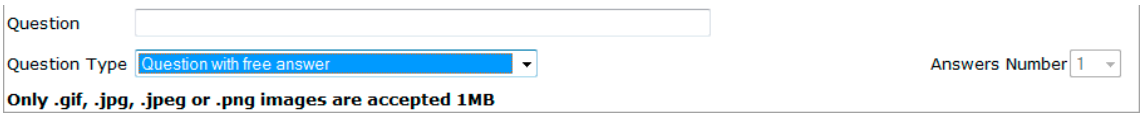
Edit question

Cancel question

Clicking on the button "*New Question*", located at the bottom right, opens a form for creating a new question.



At the top of the form the user must fill in the question fields that will later correspond to that particular question in the poll page.



The rest of the form allows the user to add the possible answers to the question. In order to prepare the additional fields the answers must be "*Question with predefined answers*".

As many answer blocks will be activated as the number of optional answers the user selects in "*Answers Number*" field. The answer can be text or image, depending on the tab selected for the answer.

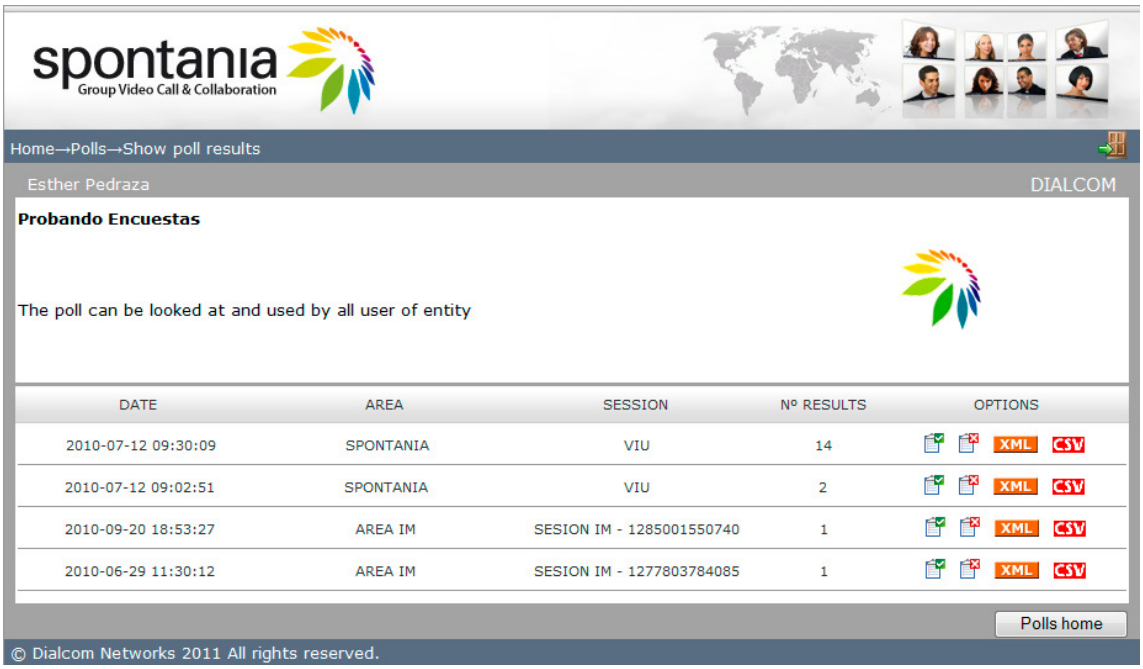
Once the form has been filled in, the user must click on the button "*Create question*" at the bottom of the page to add the question to the poll.

By repeating the same procedure for each question the user wants to include, the poll will be completed and ready to be used in Spontania sessions.

Viewing Results

The user can find out the poll results selecting the icon associated with the poll in the web page that displays the poll list.

The results are presented in the following format:



Every time a user sends a poll to the attendees of a Spontania session, a new line is added in the page associated with that poll. The information fields concerning the results of a request to complete a poll are the following:

- "*DATE*": day and time when the poll was sent to the attendees.
- "*AREA*": group the Spontania session belongs to in which the poll was used.
- "*SESSION*": Spontania session where the poll was used.
- "*Nº RESULTS*": number of attendees to the session who filled in the poll.
- "*OPTIONS*": details the possible actions the user can carry out on the answers:

View answers in web format

Delete answers

Download answers in XML format

Download answers in CSV format

If the user wants to view the pool results in a web page, once the icon above is clicked, the answers will be presented as follows:

The answers received during the session are itemized line by line, indicating the following information:

- "*DATE*": day and time when the attendees answered the questions.
- "*AREA*": group the Spontania session belongs to during which the poll was answered.
- "*SESSION*": Spontania session during which the poll was answered.
- "*USER*": attendee who answered the poll. If the poll requested anonymous answers, the value in this field will be "*Anonymous*".
- "OPTIONS": gives access to a page containing the definitive poll answers.

Exit Web Portal

All the Web Portal pages contain an icon at the top right that enables the connected user to exit the Web Portal. The icon is the following: